

In the event of a Flood

Spring 2018

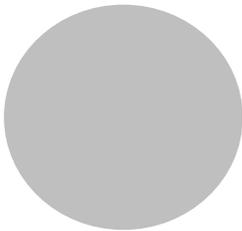
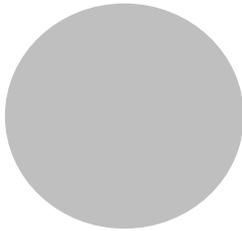
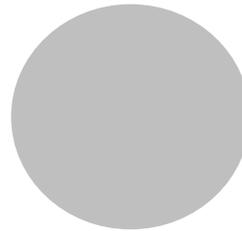
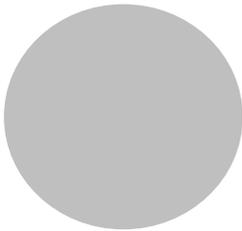


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Important coordinates

Info-Santé and Info-Social | 811 | sante.gouv.qc.ca

Be aware of physical, emotional and behavioural reactions that may appear after experiencing a disaster, such as difficulty sleeping, palpitations, anxiety, aggression, loss of interest or energy, tendency to isolate oneself, alcohol or substance abuse, or worsening of health problems. These reactions may appear soon after an event or even several weeks or months later. At any time, seek psychosocial support from Info-Social.

Services Québec | 1-877-644-4545 | gouv.qc.ca

Programs, services and measures implemented by the Québec government:

Contact Services Québec for information on Québec government services and programs available to people and companies affected by flooding.

Documents (health insurance card, licences or permits, etc.) issued by the Gouvernement du Québec:

To replace or obtain cards, permits, licences or certificates issued by government departments and agencies, visit the Gouvernement du Québec Website. You can also call the Centre de relations à la clientèle of Services Québec or go to a Services Québec office to obtain the assistance of a clerk, who will guide you in replacing or obtaining your documents.

Urgence Québec | urgencequebec.gouv.qc.ca

For information on the current situation in each region affected by a disaster, the programs and services available and the measure to take, consult the Urgence Québec website. Information on flooding is also available on Urgence Québec's social media pages: on Facebook (Urgence Québec page) and on Twitter at the address @urgencequebec.



Government financial assistance

I want to know if I can receive financial assistance to protect my home

You can protect your property by taking temporary, preventive and urgent steps, such as pumping out water, putting sandbags in place and boarding up doors and windows.

In some circumstances, you may be eligible for financial assistance up to \$3,000 to cover the cost of labour and materials related to such measures. Keep all your invoices so that you can request assistance.

Source: Ministère de la Sécurité publique

I want to know if I can receive financial assistance to repair damages to my home

As a first step, contact your insurer and request an official response as to your insurability following a disaster. Then check with your municipality to find out if a public information session on the financial assistance program offered by the Ministère de la Sécurité publique is going to be held soon in your sector.

To make an application for financial assistance under the program:

- Make an appointment with an analyst at the Ministère de la Sécurité publique when you attend a public information session,
- or
- Obtain a claim application form, either from you municipality or on the Ministère de la Sécurité publique's website, fill out the form, attach any required documents and return it to the following address: 455, rue du Marais, bureau 100, Québec (Québec) G1M 3A2.

Consult the Ministère de la Sécurité publique's website to obtain information on the program or to find out the dates and locations of upcoming public information sessions.

Source: Ministère de la Sécurité publique



TO LEARN MORE on Financial Assistance

Ministère de la Sécurité publique



www.msp.gouv.qc.ca

English – Civil protection – Financial Assistance to Disaster Victims



1-888-643-2433



Home protection

I want to know how to obtain sandbags

Contact your municipality to know how and where you can obtain bags of sand.

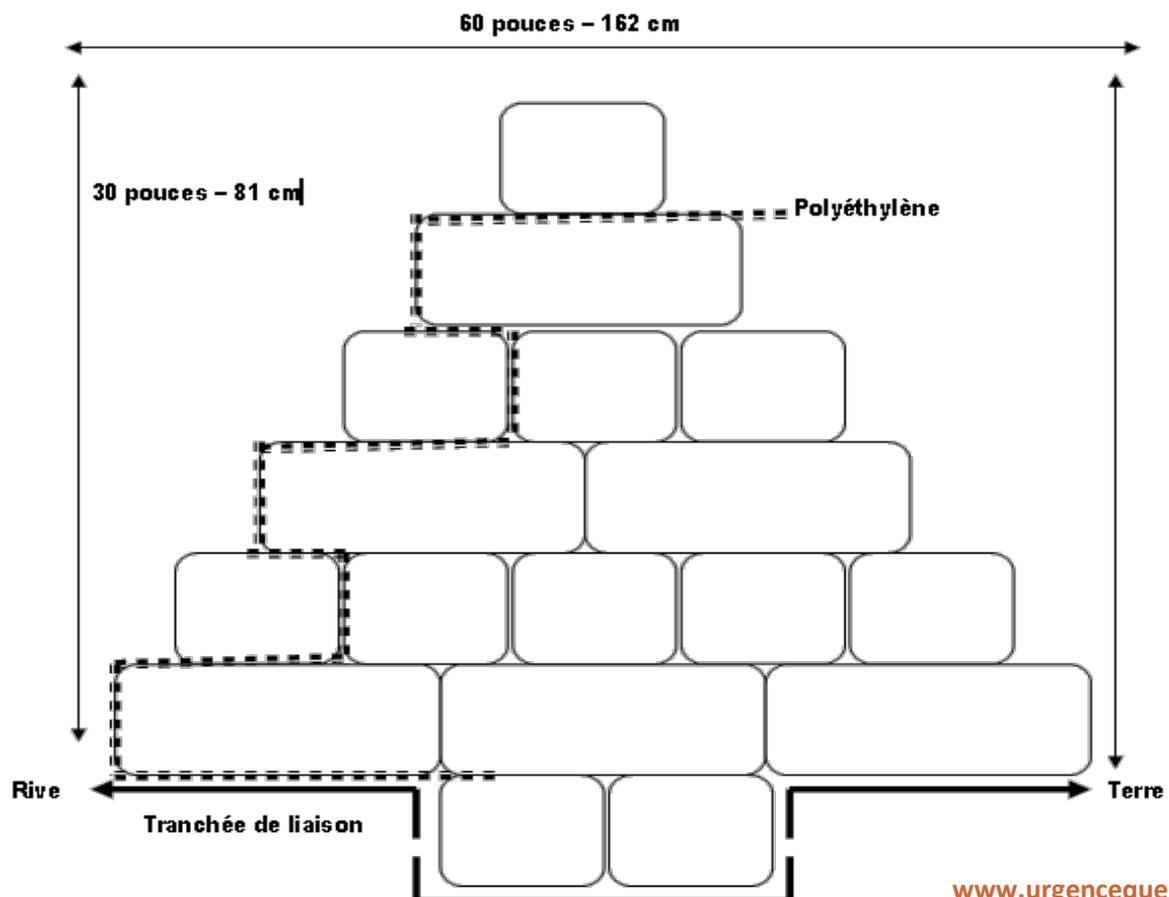
Source: Urgence Québec

I want to know how to construct a sandbag dike

In an emergency, a sandbag dike can provide good protection against flooding. To build one, respect the following tips:

- Place the bags of the bottom layer perpendicular to the direction of the dike or riverbank. Wherever possible, build the dike on firm ground; avoid building on snow or ice. To help the dike better withstand water pressure, dig a bonding trench and use it as a foundation, as shown in the diagram above (in French only).
- Do not fill the bags completely. Partially filled bags bond together better and are less likely to shift.
- Alternate the direction of the bags from one layer to the next (perpendicular to the dike, parallel to the dike, etc.). Alternating layers will make the dike stronger.
- In order to avoid seepage, it is a good idea to weave a polyethylene sheet between the bags that are exposed to water. The polyethylene sheet must extend from the ground level up to the second to last layer. Weave it between the bags as shown in the diagram.

Source: Urgence Québec



I want to use a sump pump

Use a backup sump pump (an emergency pump) to pump out the water if your backwater valve or primary sump pump are defective or not up to the task of removing all the water from your home. Backup sump pumps can be run on three emergency power sources: battery, generator and a water system. These pumps are sold at most big-box stores. Follow the manufacturer's instructions for the type of pump and power source you are using.

Source: Régie du bâtiment du Québec



TO LEARN MORE

Régie du bâtiment du Québec

 www.rbq.gouv.qc.ca

English – Plumbing

 1-800-361-0761

I want to use a backup generator

- Read the manufacturer's instruction before starting the device.
- Turn off the main breaker in the home before plugging in the generator.
- Install the generator outside the home on an elevated base, sheltered from bad weather.
- Install the generator away from doors and windows, to ensure that the exhaust does not enter the house.
- Plug electrical devices into the generator power outlet.
- Ensure that extension cords, if used, are safe and approved by an agency recognized by the Régie du bâtiment du Québec.
- Never allow the power cables to lie in water.
- Do not overload the generator.
- Turn off the generator for one hour every eight hours.
- Turn off the generator and let it cool down before refuelling.

Once the power has been restored, turn off the generator and unplug it before turning on the main breaker in the home.

If the generator was installed by a professional, follow the manufacturer' and installer' instructions.

Source: Urgence Québec



POUR EN SAVOIR PLUS

Urgence Québec

 www.urgencequebec.gouv.qc.ca

English – What to do in an emergency situation – Power failure



Potable water

I want to drink my water

Water from local waterworks should be considered safe and fit for consumption unless the municipal waterworks authorities inform you otherwise. You can drink your water and use it to cook or brush your teeth. In case of uncertainty (odd taste, smell or color), boil the water for at least one minute before using it.

After a flood, water from private wells should be considered unsafe and unfit for consumption, even if it seems clear and odourless. Drink bottled water. If you are unable to obtain bottled water, you can drink the well water as a last resort if it clear, provided you boil it for at least one minute.

Source: Ministère du Développement durable, de l'Environnement et de la Lutte contre les changements climatiques

I want to disinfect my well

Once the flood has receded, verify the integrity of your well equipment. Remove all foreign objects, deposits and animal and vegetable matter with a dipper.

Then, wait at least ten days before disinfecting your well as follows:

- Pour bleach into the well. The quantity required depends on the type of well, its diameter and its depth. To find out the quantity required, use the calculation toll for disinfecting wells, available on the Website of the ministère du Développement durable, de l'Environnement et de la Lutte contre les changements climatiques. Mix the bleach with the well water and clean and brush the well casing. You can also attach a hose to the nearest tap and hose down the well casing to ensure a thorough mixing of the chlorine and water throughout the entire well depth.
- Open all the taps in your home until you can smell chlorine at each location where water is running. Close the taps and let the well rest for 24 hours.
- After 24 hours, eliminate the chlorinated water from your well by letting a tap run until the chlorine smell disappears. Use a tap located outside your home to avoid overuse of the septic installations.

Source: Ministère du Développement durable, de l'Environnement et de la Lutte contre les changements climatiques



TO LEARN MORE

Ministère du Développement durable, de l'Environnement et de la Lutte contre les changements climatiques



www.mddelcc.gouv.qc.ca

English – Water – Drinking water – Well water quality



1-800-561-1616

I want to have my water tested

One week after the disinfection of your well, have the water tested for bacteria by an accredited laboratory. To find the nearest laboratory, consult the Website of the Centre d'expertise en analyse environnementale du Québec. The results will determine whether your well water meets the standards set out in the Regulation respecting the quality of drinking water. Until you have been assured that your well water meets those standards, boil it for at least one minute before drinking it.

As a precaution, have another test carried out four weeks after the disinfection. If the results do not meet the standards, have the well inspected by an expert.

In addition to analysis of the aforementioned parameters, analysis of other parameters (hydrocarbons, solvents, pesticides, etc.) may be in order if pollution-generating activities are suspected in your area.

Source: Ministère du Développement durable, de l'Environnement et de la Lutte contre les changements climatiques



TO LEARN MORE

Centre d'expertise en analyse environnementale du Québec



www.ceaeq.gouv.qc.ca

English – Accreditation programs





Food and medication preservation

I want to eat the food in my refrigerator

Following a power outage for more than six hours, carefully sort the food in the refrigerator in order to avoid food poisoning. Only the following refrigerated food can be kept (unless there are signs of deterioration):

- ✎ whole fresh fruits and vegetables, pasteurized fruit juice,
- ✎ blocks of firm cheese (e. g. cheddar, Swiss, mozzarella), parmesan, cheese slices, processed cheese, butter, margarine,
- ✎ jams, jellies, marmalade, sweet spreads,
- ✎ mustard, ketchup, salad dressings, BBQ sauces, taco sauces, olives, pickles.

Destroy all other food, even if it looks normal to you.

Discard any food stored at room temperature (e.g. peanut butter, muffins, crackers) that was in contact with flood water.

Source: Ministère de l'Agriculture, des Pêcheries et de l'Alimentation

I want to eat the food in my freezer

Thawed food cannot be frozen again. All food that thawed during the power outage must therefore be discarded whatever it looks like.

Source: Ministère de l'Agriculture, des Pêcheries et de l'Alimentation



TO LEARN MORE on food preservation

Ministère de l'Agriculture, des Pêcheries et de l'Alimentation



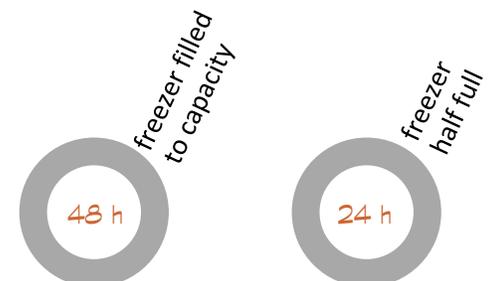
www.mapaq.gouv.qc.ca

(in French only) Conservation des aliments – Pannes d'électricité



1-800-463-5023

Generally speaking, a freezer in good condition can keep food frozen for:



I want to take medication that was kept in the refrigerator

Refrigerated medication should not be taken. Return it to the pharmacy to be destroyed.

Source: Ministère de la Santé et des Services sociaux

I want to eat the fruits and vegetables from my garden

If a garden was flooded, discard all above-ground fruits, vegetables and herbs, such as strawberries or lettuce. Carefully clean any vegetables grown underground, such as potatoes and carrots.

Source: Urgence Québec



Electricity and natural gas

I want to know what to do with the electricity in my home

If water is beginning to flood your home, do not shut off the power. **Do not touch anything!** Immediately contact Hydro-Québec at 1-800-790-2424 to have the power shut off at the meter or pole.

Source: Hydro-Québec



TO LEARN MORE

Hydro-Québec



www.hydroquebec.com

English – Power outages – Be prepared for a power outage



1-800-790-2424

I want to know what I should do about natural gas lines in my home

If flood waters may get into your home, take the following measures:

- Close the main gas entry valve, keeping in mind that it must be reopened only by a specialist or close the valves on any propane bottles or tanks.

In the event of evacuation

- If you smell the odor of gas or if natural gas equipment damage is visible, immediately leave the area and contact the emergency service of your natural gas distributor, Énergir (formerly Gaz Métro) or Gazifère.
- If you leave your home, you should be sure that your natural gas service is shut off so as to ensure your own safety and that of neighbours and emergency responders, as well as the integrity of your installations.
 - For Énergir clients: close the outdoors connection valve (red), only if you can safely do so. Then you must contact Énergir.
 - For Gazifère clients: for safety reasons, only a Gazifère technician should turn off your gas delivery meter. In an emergency, your local fire department can also shut off a gas meter at its own discretion or at the request of Gazifère.
 - Gas distributors' personnel are also available at any time to answer your questions and offer any required technical support.

Source: Ministère de l'Énergie et des Ressources naturelles



TO LEARN MORE

Ministère de l'Énergie
et des Ressources naturelles



www.mern.gouv.qc.ca

English – Energy



1-866-248-6936

Énergir



www.energir.com

English – Residential - Installation



1-800-563-1516

Gazifère



www.gazifere.com

English – Safety tips



1-866-771-8321

I want to use temporary equipment to cook or to provide light or heat in my house

Heating, cooking or barbecue equipment designed for outdoor use, camping equipment, non-electrical pumps and generators (gas or gasoline) can result in serious or deadly poisoning by releasing carbon monoxide. Never use such equipment indoors or near doors and windows.

Source: Ministère de la Santé et des Services sociaux

I want to know how to avoid carbon monoxide poisoning

If you use a combustion device such as a pump, high pressure washer or back-up heating device, make sure you use battery-powered carbon monoxide detector, because these devices can produce carbon monoxide.

To prevent carbon monoxide poisoning, be sure to respect your devices' operating, maintenance and safety guidelines:

- ✎ Use devices outdoors, as far away as possible from doors and windows.
- ✎ Never use devices in an enclosed area, even if the door is open.
- ✎ Never obstruct a device's air intake or exhaust systems.
- ✎ Never use a gas stove or camping stove for heat.

If your carbon monoxide detector goes off and you are experiencing symptoms, such as headache, nausea, tiredness, vomiting, dizziness, act immediately:

- ✎ Leave the premises and go outside.
- ✎ Dial 9-1-1 or call the Centre antipoison du Québec (poison control centre) at 1-800-463-5060.
- ✎ Wait for the authorization of a firefighter before returning inside even for a few minutes.

If your carbon monoxide detector goes off but you do not have symptoms:

- ✎ Open the doors and windows.
- ✎ Turn off the source of any combustion devices (close propane tank, gas, fuel, etc.).
- ✎ Go outdoors and call 9-1-1.
- ✎ Wait for the authorization of a firefighter before returning inside even for a few minutes.

Source: Ministère de la Santé et des Services sociaux



TO LEARN MORE

Ministère de la Santé et des Services sociaux



www.sante.gouv.qc.ca

English – Advice and prevention – Preventing Carbon Monoxide Poisoning

I want to restore electrical power

Safely restore electrical power by following these instructions:

- ✎ If your power was interrupted by Hydro-Québec, only a master electrician can ask Hydro-Québec to restore it.
- ✎ If the property was not flooded, Hydro-Québec will perform an on-site check before restoring power. Contact Hydro-Québec to request this service.
- ✎ If your power was not interrupted but there was water infiltration in your home, consult a master electrician before restoring power. The electrician will tell you what condition your home's electrical system is in and perform necessary restoration work.
- ✎ Have your electrical and heating systems checked by specialists before you begin using them again to detect any possible damaged or hazards. If they are damaged and awaiting full restoration, use temporary equipment in accordance with manufacturers' instructions.

Source: Hydro-Québec

I want to use my electrical equipment and restart my heating system

To prevent eventual damage or dangers, have your electrical installation and your heating equipment verified by specialists before using them. If the installations are damaged and while awaiting final repairs, use temporary equipment in accordance with the manufacturers' instructions.

Electrical installations

Follow the following safety instructions to avoid any problems related to you electrical installations:

- ✎ Never shut off the main electrical hookup switch or any other electrical equipment if your feet are in water.
- ✎ Before turning service back on, ensure that any electrical equipment that has been under water or touched by water is verified by an electrical contractor or a duly authorized representative of the manufacturer, as need be.



ATTENTION!

Electrical work must be carried out **ONLY** by a holder of a licence from the Régie du bâtiment du Québec (subcategory 16 – Contractor – electrical).

Heating system and equipment

Before using your heating equipment or system after a flood, read the following two safety rules:

- ✎ Do not use a heating system or equipment that has been flooded to dry out your home.
- ✎ Have your heating system and equipment verified and cleaned; decontaminate air transport ducts and replace damaged parts.

Source: Régie du bâtiment du Québec



POUR EN SAVOIR PLUS

Hydro-Québec



www.hydroquebec.com

English – Residential- Safety advice



1-888-385-7252

Corporation des maîtres électriciens du Québec



www.cmeq.com

(in French only) – Protection du public – Comment choisir un entrepreneur électricien



1-800-361-9061 | 514-738-2184

I want to restore my natural gas-powered equipment

Do not attempt to reopen your connection or turn on natural gas-powered equipment that was shut off due to flooding. Doing so could put your safety at risk and damage your equipment.

If your equipment is damaged or came into contact with water, it is important that a certified natural gas contractor assesses its condition and makes any necessary repairs. After the certified contractor's visit, a technician from Énergir (formerly Gaz Métro) or Gazifère will tell you whether it is safe to begin operating your equipment again. The technician can also put your connection back into service and turn your natural gas-powered equipment back on.

If you already know a certified partner who can check your equipment, contact him or her directly. If not, your distributor can provide you with a list of certified partners in your area.

If your equipment is not damaged and has not come into contact with water, contact your distributor's customer service department directly to schedule an appointment so that a technician can put your connection back into service and turn your equipment back on in your presence.

Source: Ministère de l'Énergie et des Ressources naturelles



TO LEARN MORE

Énergir



www.energir.com

English – Residential – Installation



1-800-563-1516

Gazifère



www.gazifere.com

English – Safety tips



1-866-771-8321

Ministère de l'Énergie et
des Ressources naturelles



www.mern.gouv.qc.ca

English – Energy



1-866-248-6936

I want to use my natural gas-powered equipment

If gas-powered equipment or propane equipment or receptacles were flooded, they must be checked by a contractor that specialized in natural gas and holds a certificate of competence before being used again.

Be very careful when using propane-powered construction heaters to dry your building. The use of these heaters is subject to several regulatory requirements, the most important of which are:

- ⌞ Leave the building whenever heaters are in use to prevent carbon monoxide poisoning,
- ⌞ Do not store propane cylinders inside the building, as gas leaks could cause an explosion.
- ⌞ Place the heater on a horizontal, solid, and non-combustion surface.
- ⌞ Follow the instructions on the heater's nameplate regarding clearance to combustibles.
- ⌞ Make sure that there is adequate air supply (see the nameplate).
- ⌞ If you use a flexible hose to supply the heater with propane, it must be at least 4.6 m (15 feet) and no more than 24 m (75 feet) in length.

Barbecue

A propane barbecue must always be used outdoors, just like all other equipment designed for outdoor use. Never store your propane bottle indoors.

Source: Régie du bâtiment du Québec



Cleaning the home and yard

I want to protect my health and my security when cleaning my home

Prevent the risk of electrocution before you begin clean-up

- ✎ Cut off electrical power to the flood-damaged area from the breaker box.
- ✎ Avoid all contact between electrical equipment or cords and water.
- ✎ Wear rubber boots at all times if there is water on the floor.
- ✎ Ask for assistance from Hydro-Québec if necessary.

Avoid carbon monoxide poisoning (a colourless, odourless gas that can kill)

- ✎ Never use internal combustion equipment powered by gas, gasoline, etc., such as pumps or generators, inside buildings or near doors and windows.
- ✎ If an alarm sounds in a building, get out immediately and then call 911 for assistance.
- ✎ Consult the section “I want to know how to avoid carbon monoxide poisoning” for more details.

Prevent the risk of infection from dirty water, microbes, particles on the ground or chemical residues

Follow these instructions and recommendations for staying safe during clean-up and construction work:

- ✎ Wear rubber work gloves to avoid all contact between your skin and contaminated water. Do not touch clean surfaces with dirty gloves and wash your hands after you take the gloves off.
- ✎ Cover any cuts with a waterproof sterile bandage.
- ✎ Wear safety glasses, goggles or a visor if there is a risk of dirty water splashing your eyes.
- ✎ Wear a N95 disposable respirator (mask) if there is mould or an emission of dust or other particles in the air. The mask must cover your nose and mouth and must be changed after every few hours of use, or more often if it becomes wet or dirty. Depending on the scope of the work, a full mask and a N100 (or p-100) filter may be necessary. Make sure that the mask is the correct size and is properly adjusted. Men must shave their skin closely on the part of the face where the mask comes into contact with the skin.
- ✎ Avoid contact with dead animals. Consult the section on disposing of a dead animal for more information. Avoid eating, changing your contact lenses or smoking on the clean-up site.
- ✎ Transport the clothes you wore when cleaning in a sealed bag or container and wash them separately from the other clothing in your home.
- ✎ Do not attempt to move broken or unlabeled containers of chemicals or damaged gas cylinders without first consulting your municipal fire department.

Avoid dangers related to cutting down trees

Follow these instructions:

- ✎ Use equipment in good working order, intended for outdoor use, and follow the manufacturers' recommendations (brush cutter, chain saw, etc.).
- ✎ Be sure all safety features are in good working order.
- ✎ Wear personal protection equipment as needed (gloves and safety glasses).
- ✎ Use good work methods and body posture.

Avoid injury

Avoid injury by doing the following:

- ⌵ Do not pull, push or lift loads that are too heavy or unwieldy, as doing so could cause muscle problems in your back, shoulders or knees.
- ⌵ Use proper methods and body postures while you work. Avoid excessive or unsafe strain.
- ⌵ Reduce the weight of the loads you need to move.
- ⌵ Make sure the loads you handle are compact, and that you can grip and handle them securely close to your body.
- ⌵ Reduce the distance over which you will carry a load as much as possible.
- ⌵ Use appropriate lifting and moving equipment.

Properly care for any injuries incurred during clean-up work

- ⌵ Immediately clean any injuries—even minor ones—with potable water and soap.
- ⌵ Call Info-Santé at 811 for health advice.
- ⌵ See a doctor as soon as possible in the event of a deep or soiled wound.
- ⌵ If you are a worker, contact the relevant authorities if you are covered by the Commission des normes, de l'équité, de la santé et de la sécurité au travail.

If you are a volunteer, make sure the authority overseeing your tasks provides you with the required personal protective equipment. Also check whether you are covered by the Commission des normes, de l'équité, de la santé et de la sécurité au travail during your volunteer work.

Source: Commission des normes, de l'équité, de la santé et de la sécurité du travail



TO LEARN MORE

Commission des normes, de l'équité, de la santé et de la sécurité du travail



www.cnesst.gouv.qc.ca



1-844-838-0808

I want to clean my house

Within 24 to 48 hours after a flood or as soon as you return home after an evacuation, you must clean, disinfect and dry all objects and all surfaces that were damaged by water, in particular to avoid the growth of mould. For effective and safe cleaning, make sure that you take the following steps in order:

1. Wear the necessary protection equipment (mask, rubber gloves and boots, protective clothing and safety glasses) so that water and soiled materials do not come in contact with the skin, respiratory tracts, eyes or mouth.
2. Open the windows and doors to air out the rooms and lower the humidity to less than 50 %.
3. Surfaces and objects that may have been in contact with soiled water should be washed with ammonia-free soap and clean hot water. Rinse with clean water. While cleaning, make sure that you:
 - ⌵ Discard all porous materials (carpets, insulation, gypsum plasterboard, etc.) that are damp or that were in contact with flood water. Also discard any objects that cannot be adequately cleaned or whose stuffing was soaked (mattresses, pillows, cushions, stuffed toys, etc.) in order to prevent mould from developing or to prevent exposure to certain microorganisms.

- Open the walls and remove drywall, paneling and insulation to at least 50 centimeters (20 inches) above the high-water line. Wait for everything to dry before repairing.
 - Discard all appliances with filters or insulation if they were in contact with water (refrigerator, freezer, water heater, dishwasher, etc.).
 - Discard food that was in contact with flood water. Discard any damaged, open or bulging food tins.
 - Discard medication, cosmetics and other toiletries that may have been in contact with flood water.
 - Discard wooden cutting boards, baby bottle nipples and pacifiers that may have been in contact with flood water.
 - During the cleanup, change your clothing every day and wash it separately from other clothes.
4. Disinfect surfaces and objects that may have been in contact with soiled water. Do this with a mixture of water and bleach. Never mix bleach with ammonia or other detergents. Depending on the surfaces to disinfect, mix the recommended quantity of bleach and water. Consult the following table for the required quantity of bleach:
- Surfaces and objects that come into contact with food (for example, counter, plates, etc.): 5 ml (1 teaspoon) for 4 litres (1 gallon).
 - Surfaces and objects that do not absorb water (for example, floors, ovens, sinks, certain toys, tools, undamaged food tins, etc.): 45 ml (3 tablespoons) for 4 litres (1 gallon).
 - Never mix bleach with ammonia or other detergents.
5. Allow washed and disinfected surfaces and objects to air dry.

Source: Ministère de la Santé et des Services sociaux

I want to find and eliminate mould

Mould may be present after a flood. When growing rapidly, mould releases into the air particles, spores and breathable compounds that can cause health problems.

Watch out for the presence of musty, earthy or alcohol smells and for the appearance of greenish or blackish stains on walls or ceilings or inside cupboards and wardrobes.

Throw out porous materials that may contain mould.

- For small easily washed surfaces, remove mould by using a home cleaning product that does not contain chlorine bleach, following the manufacturer's directions. Be sure to dry the surfaces well afterwards.
- For large areas, call in a specialist. If you suspect health problems, see your doctor without delay.

Source: Ministère de la Santé et des Services sociaux



TO LEARN MORE

Ministère de la Santé et des Services sociaux



www.santé.gouv.qc.ca

English – Advice and prevention – Finding and Eliminating Mould from your Home

I want to clean my yard

Take the following precautions when cleaning your yard:

- ✎ Never touch downed power lines or electrical installations. If you notice a downed power line, call Hydro-Québec at 1-800-790-2424.
- ✎ Carefully remove all debris from your yard.
- ✎ Do not reuse sand from sandbags or dikes to fill a sandbox, for example. Contact your municipality to find out how to get rid of it.

Source: Urgence Québec

I want to dispose of a dead animal

Observe the following when disposing of a dead animal:

- ✎ To dispose of a dead animal, pick the animal up using a shovel or towel and put it in a durable plastic bag. Close the bag tightly before putting it in a second plastic bag, which you must also tightly close. Put the bag in a trash can that will be emptied during regular garbage collection.
- ✎ Clean the items you used to handle the animal and wash your hands with warm water and soap.
- ✎ Contact your municipality if you find the remains of an animal too big to be put in a plastic bag.

Source: Urgence Québec

I want to get rid of residual matter (rubbish, garbage) | Residents

Be sure to dispose of your various kinds of residual matter in an appropriate way, depending on the form. If you have questions about managing your residual matter, you can call your municipality.

Sandbags

If your sandbags are clearly contaminated (for example they have an odor), return them to your municipality.

If the sandbags you used to protect your house are not contaminated, you can:

- ✎ Keep them intact and store them for future use.
- ✎ Return them intact to your municipality, which will dispose of them in a proper manner.

For bags in bad condition that cannot be reused but that are not contaminated, special pickups or temporary collection locations may be set up by affected municipalities to collect bags so as to send them to treatment or repurposing facilities. Municipalities may also inform residents whether bags can be placed in containers used for regular sorted municipal pickups.

You can also keep uncontaminated sand removed from bags for your personal use or you can contact your municipality to find out how to dispose of the sand.

Source: Ministère du Développement durable, de l'Environnement et de la Lutte contre les changements climatiques



If you save sand, **it must NOT under any circumstances**, be used for children's toys or sandboxes. Before using any sand for such purposes, you must be absolutely sure that it is free of any organic, toxic or dangerous material.

Non-dangerous rubbish and garbage

- ✎ Unusable, spoiled food can be thrown away in the usual manner. If you wish, you can make compost with it.
- ✎ Demolition debris that can be recycled (wood, metal, aggregates) must go to a sorting centre or an ecocentre.
- ✎ Electronic equipment that cannot be reused must be sent to a collection point.

Contact your municipality to find out how to prepare and deliver the following debris:

- ✎ Demolition debris that has been in contact with water and is not usable (porous material, carpet, insulation, gypsum plasterboard, etc.).
- ✎ Debris scattered around on your yard, whether or not recyclable.
- ✎ Furniture and household articles that have been in contact with water and are not useable (mattresses, clothing, furniture, plush toys, cutting boards, etc.).
- ✎ Large household appliances that are not reusable (kitchen range, freezer, washer, dryer, refrigerator, etc.).

Dangerous residual matter

Medication that is outdated or has been in contact with water must be returned to a pharmacy.

Dangerous domestic items (gasoline, fuel oil, domestic pesticides, aerosols, solvents) can be disposed of at your region's ecocentre. Some dangerous domestic items (batteries, lamps containing mercury, paint and paint containers, oils, electronic equipment) can be disposed of at a collection point.

Special attention must be given to pool products that have been in contact with flood waters. They may react and release gas or vapors that can irritate or even be toxic. In that case, contact your municipality fire prevention department. Report any spill or accidental emission into the air to Urgence-Environment, at 866-694-5454.

Source: Ministère du Développement durable, de l'Environnement et de la Lutte contre les changements climatiques

I want to get rid of residual matter | Businesses and municipalities

Sandbags

Unless there is obvious contamination (ex.: odors), sandbags can be managed in accordance with the 3R-R principle (reduce, reuse, recycle reclaim). The following solutions are possible and respect the 3R-R priorities:

- ✎ Sandbags can be kept and stored for future use.
- ✎ Sandbags or sand alone can be sent to a sandpit for future use.
- ✎ Sand can be kept by a municipality's public works department for use as an abrasive during the winter.
- ✎ Sand may be used for covering in landfills of all types.
- ✎ For bags in bad condition that cannot be reused but that are not contaminated, special pickups or temporary collection locations may be set up by affected municipalities to collect bags so as to send them to treatment or repurposing facilities. Municipalities may also inform the public whether bags can be placed in containers used for regular sorted municipal pickups.
- ✎ As a last recourse, disposal of sandbags or sand alone in an engineered landfill may be considered. Sandbags showing obvious contamination must be disposed of in an engineered landfill, kept at a suitable location before being assessed or treated to determine possible uses (in the latter case, you must contact your regional office of the Ministère du Développement durable, de l'Environnement et de la Lutte contre les changements climatiques for information on how to proceed).

Non-dangerous rubbish and garbage

- ✎ Demolition debris that can be recycled (wood, metal, aggregates) must go to a sorting centre or an ecocentre.
- ✎ Demolition debris that has been in contact with water and is not usable (porous material, carpet, insulation, gypsum plasterboard, etc.) must be disposed of in a landfill designated for construction or demolition debris or in an engineered landfill.
- ✎ Debris scattered around on your grounds must be disposed of in an engineered landfill unless they are recyclable.
- ✎ Furniture and household articles that have been in contact with water and are not useable (mattresses, clothing, furniture, plush toys, etc.) must be disposed of in a technical landfill.
- ✎ Large household appliances that are not reusable (kitchen range, freezer, washer, dryer, refrigerator, etc.) must be sent to a salvaged metal site or an ecocentre. Refrigerators must be sent to a site that can adequately handle refrigerant gases.
- ✎ Electronic equipment that cannot be reused must be sent to a collection point.

Dangerous residual matter

Medication that is outdated or has been in contact with water must be returned to a pharmacy.

Special attention must be given to pool products that have been in contact with flood waters. They may react and release gas or vapors that can irritate or even be toxic. In that case, contact your municipality fire prevention department. Report any spill or accidental emission into the air to Urgence-Environnement, at 866-694-5454.

Follow the following directions for the management of dangerous residual matter used for industrial-commercial-institutional (ICI) purposes:

- ✎ Some dangerous residual matter may be accepted as dangerous domestic matter at your region's ecocentre or be sent to collection points (batteries, lamps containing mercury, paint containers, oils, electronic equipment).
- ✎ Otherwise, they must be sent to authorized dangerous residual matter managers. Report any spill or accidental emission to Urgence-Environnement at 866 694-5454.
- ✎ Consult as needed the research tool available at the following address to identify licenced dangerous residual matter managers near you:

mdelcc.gouv.qc.ca/matieres/dangereux/titulaire-permis/index.asp

Source: Ministère du Développement durable, de l'Environnement et de la Lutte contre les changements climatiques



TO LEARN MORE | Residents, Entreprises, Municipalities

Ministère du Développement durable, de l'Environnement
et de la Lutte contre les changements climatiques



www.mdelcc.gouv.qc.ca

(in French only) Section Matières résiduelles



1-800-561-1616

Recyc-Québec



www.recyc-quebec.gouv.qc.ca

(in French only) Section Trouver un point de
récupération pour vos matières



Home longevity

I want to know what I should do before having any remedial or repair work done

First steps

- ⌵ Do not enter your home until you have had a verification of the building's structural integrity (foundation, roof, stairs) carried out specialists (contractors, engineers, etc.).
- ⌵ Beware of any collapse or distortion of walls or floors.
- ⌵ If the water level was higher than the ground storey's floor, the floor's structure may have been weakened. Laminated wood beams, beams or joists may have to be replaced.
- ⌵ Begin by removing flood waters as quickly as possible. Rapid action is crucial in limiting the formation of mould and other fungi. However, if the volume of water is large, you should consult a specialist to be sure that rapid removal of the water will not cause damage to the building's structure. Stagnant water in the building may be contaminated. Take measures to protect yourself by reading the section "I want to protect my health and ensure my safety while work is being done".

Before work begins

- ⌵ Clean and dry all remaining surfaces that have been soiled by flood waters (concrete, framing, interior walls, partitions, studs, etc.).
- ⌵ Be aware of the presence of mould or other fungi (musty, earthy or alcohol odors, greenish or blackish stains on floors or walls, marks left by humidity, paint blisters, brownish wood, filaments resembling cotton or wool, etc.).
- ⌵ **After cleaning**, thoroughly air out your home, but ensure that you do not let more humidity enter the building. Bring the relative humidity down to at least 50% while ensuring adequate ventilation.
- ⌵ Before closing off walls and ceilings (by installing gypsum plasterboard), ensure that all elements are completely dry. Some parts of the framing may take weeks to dry completely.
- ⌵ Have the humidity of materials tested.
- ⌵ Contact your municipality to obtain a construction permit for major work.

Renovation and rebuilding work

Be sure that your contractor has the proper licence, issued by the Régie du bâtiment du Québec, for the kinds of work that you want done, by consulting the list of licence holders on the Internet, at rpe.rbq.gouv.qc.ca. Be sure to have a contract that contains a detailed description of the work to be done and a schedule. Depending on the scope of damages, expect some or all of the following:

- ⌵ Installation of new floor coverings;
- ⌵ Replacement of damaged wood in walls, floors and ceilings;
- ⌵ Installation of new insulation in exterior walls;
- ⌵ Installation of a new vapor barrier on exterior walls;
- ⌵ Installation of a new air barrier and new sheathing (exterior wall);
- ⌵ Installation of new gypsum plasterboard on walls and partitions;
- ⌵ Joint finishing (masonry and plasterboard);

- ✎ Painting and installation of new architectural moldings (baseboards);
- ✎ Installation of new kitchen and bathroom cabinets;
- ✎ Installation of new equipment (hot-water heater, air exchanger, bathroom fixtures, etc.).

Source: Société d'habitation du Québec

I want to know what should be done about siding, exterior walls and ceilings

Exterior siding

Exterior siding (wood, vinyl, brick, etc.) above the foundation may also be affected. The opinion of an expert is required to determine the condition of, for example, brick and mortar. Moreover, some materials must be inspected, such as wood panels (OSB, Aspenite, plywood) behind the siding to verify their condition. If wood panels or air barriers are damaged, they will have to be replaced, which requires removing the exterior siding. To evaluate the general condition of the building shell (all materials that make up the exterior walls), the opinion of an expert (contractor, architect, etc.) is recommended.

Floor coverings

- ✎ Remove and throw away flexible floor coverings such as carpets, underlayment, vinyl, linoleum, strandboard, floating floors, ceramic tiles (even if they do not seem to be detached) and hardwood floors which have been water-soaked.
- ✎ Demolish or remove all basement subfloors (raised floor that covers a concrete base).
- ✎ Rinse and clean all subfloors. If the subfloor is wooden (plywood) and deformed, it must be removed.
- ✎ Be sure that floor drains are not blocked.
- ✎ Replace any wooden stair treads that are swollen.

Interior walls and ceilings

Particle board or chipboard (Aspenite, OSB or plywood) that was in contact with water cannot be reused and must be removed and discarded.

You must remove all absorbent materials that can be penetrated by water and have been wet, such as:

- ✎ Gypsum plasterboard;
- ✎ Vapour barrier (polyethylene);
- ✎ Mineral wool (even dried out, it has lost its insulating properties and must be discarded);
- ✎ Pressed wood or pressboard;
- ✎ Wood paneling;
- ✎ Suspended-ceiling tiles;
- ✎ Architectural moldings and baseboards.

Rigid insulation, such as polystyrene foam (Styrofoam) and spray polyurethane foam may be water-soaked. Inspect and remove any wet material.

Rinse and clean all walls and partitions (studs remaining in place) and dry them as quickly as possible.

Sources: Société d'habitation du Québec and Régie du bâtiment du Québec

I want to know what to do about mechanical systems

Have the following equipment inspected by a specialist:

- ✎ Electrical and mechanical equipment: household appliances, electrical outlets, electrical service panels, heating systems (for example, fuel oil tanks), etc.;
- ✎ Equipment such as hot-water heaters: depending on the extent of damage, they may have to be entirely replaced. All the filters and insulation inside them must be replaced.
- ✎ Air exchangers.

Source: Société d'habitation du Québec

I want to know what do to with materials that have not been water-soaked

Also pay attention to materials that were not actually immersed in water:

- ✎ Remove materials that were at least up to 50 cm (20 in.) minimum above the level reached by water, which can rise by capillary action in porous materials.
- ✎ Note that dampness can even reach a suspended ceiling that was not directly in contact with water.
- ✎ Inspect all carpeting that was not in direct contact with flood waters.
- ✎ Musty odors indicate that microbes have begun to proliferate; cleaning by a specialist may be needed or a recommendation that the affected materials be removed may be given.
- ✎ Clean all the dwelling's walls, even those on storeys that were not flooded.

Source: Société d'habitation du Québec



TO LEARN MORE on home longevity

Société d'habitation du Québec



www.shq.gouv.qc.ca

(in French only) – En vedette – En cas d'inondation



1-800-463-4315

Régie du bâtiment du Québec



www.rbq.gouv.qc.ca

(in French only) – Nos grands dossiers –

Inondations: conseils de sécurité



1-800-361-0761



Plumbing

I want to know what to do with my plumbing equipment

Before using plumbing equipment, be sure that the municipal water and sewer system or your septic tank are functional. Then, proceed as follows:

- ✎ Clean the outlet openings of faucets (clean and replace aerators, shower heads and their flexible tubing).
- ✎ Verify and clean as needed the drain openings of plumbing fixtures and be sure they are functioning properly (including the toilet tank and the overflow openings for sinks and bathtubs).
- ✎ Clean holding tanks and verify the operation of sump pumps.
- ✎ Locate, verify and clean floor drains and sewer check-valves (non-return valves).
- ✎ If needed, have the condition of non-return (antibackup) equipment checked by a certified technician.
- ✎ Drain water softening machines and replace their filters.

Source: Régie du bâtiment du Québec



POUR EN SAVOIR PLUS

Régie du bâtiment du Québec



www.rbq.gouv.qc.ca

(in French only) – Plomberie



1-800-361-0761



Service providers

I want to know if I have to contact the service providers I do business with

Contact the service providers you do business with to inform them you have to evacuate your home and, when coming back home, to request that they re-establish your services in accordance with applicable standards (cable company, gas company, home maintenance, etc.).

Source: Urgence Québec



Septic system

I want to make sure my septic system is safe

A well-designed and properly maintained septic system should normally perform as expected, even if it is located on a flood plain. However, during flooding, wastewater from isolated homes is not treated, and groundwater and flood waters may become contaminated as a result. Normally, the impact of flooding on septic systems is minor because, as a rule, it lasts only a few days. In addition, most septic systems are not damaged by floods because they are buried underground. However, septic tanks and pumping stations may fill up with silt and debris and must be pumped and cleaned out by professionals. The following recommendations aim to help you prevent damage to these systems.

During flooding:

- ✎ If you haven't already done so, cut power to all treatment systems.
- ✎ Do not empty your septic tank or holding tanks during flooding because doing so could damage them.
- ✎ Refrain from using your treatment systems to prevent potential wastewater backups into your home.
- ✎ Read the instruction manual or contact your manufacturer for specific recommendations if you have an NQ 3680-910.410-certified system.
- ✎ Avoid or minimize contact with flood waters.

After flooding:

- ✎ Refrain from using the treatment system while the ground is still flooded or saturated with water.
- ✎ Empty the septic tank as soon as possible after flooding, once the ground is no longer saturated with water. Empty the pumping station too, if you have one.
- ✎ Follow the manufacturer's recommendations if you have an NQ 3680-910.410-certified system.
- ✎ Have your septic system inspected by a qualified professional if you suspect that it has been damaged or if you notice that it isn't working properly.
- ✎ Ensure that septic tank lids are safe and that inspection ports are not blocked or damaged.
- ✎ Check all electrical connections for damage before restoring power. Ensure that all components are clean and dry.
- ✎ Check the vegetation cover above the septic tank and in the leaching field. Repair any damage caused by erosion.
- ✎ Clean out the surrounding area and decontaminate the ground if any wastewater has backed up into the basement.
- ✎ Refrain from driving on the leaching field so as not to compact the soil.

Source : Ministère du Développement durable, de l'Environnement et de la Lutte contre les changements climatiques



TO LEARN MORE

Ministère du Développement durable, de l'Environnement et de la Lutte contre les changements climatiques



www.mddelcc.gouv.qc.ca

(in French only) Section Matières résiduelles



1-800-561-1616



Road vehicle

I want to know what to do with my flood-damaged vehicle

Do not try to start a flood-damaged vehicle

For safety reasons, you must never try to start a road vehicle that has been immersed in water or any other liquid as a result of flooding, an accident, heavy rains, a sewer system overflow or any other incident or natural disaster, because it may no longer function properly. To move the vehicle, you must have it towed or transported.

Flood-damaged vehicles are not safe

Given all the electronic components in a vehicle, flooding causes damage that can lead to such components malfunctioning, which constitutes a risk to road safety. If a flood-damaged vehicle is put back into operation, it may not function properly and the vehicle's occupants may develop health problems caused by the growth of mould and bacteria in the vehicle's absorbent materials (fabric, foam, etc.).

You must not put a flood-damaged vehicle back into operation

Flood-damaged road vehicles—including motorcycles and recreational vehicles (such as motor homes and camping trailers)—must never be put back into operation so as to ensure that unsafe vehicles do not end up on the road network.

A flood-damaged vehicle is “unrebuildable”

A flood-damaged road vehicle must be declared “unrebuildable” by the insurer. An unrebuildable vehicle can never be put back into operation and only some of its parts can be used again.

This prohibition from being put back into operation applies to all flood-damaged road vehicles, including motorcycles and recreational vehicles (such as motor homes and camping trailers). The only vehicles that are exempt from this prohibition are tool vehicles, farm tractors, snowblowers, and trailers and semi-trailers other than those that have been designed, in whole or in part, to serve as a dwelling or office.

A flood-damaged vehicle from outside Québec cannot be repaired

A flood-damaged vehicle from another province cannot be brought into Québec for the purposes of being rebuilt, regardless of

- ↳ its origin;
- ↳ its status (whether or not that status appears on the registration certificate);
- ↳ its title or registration certificate.

Certain parts of a flood-damaged vehicle can be recycled

Most parts of a flood-damaged vehicle can be recycled, except for the major components of its electrical system and any parts that could pose a health risk, such as those made up in whole or in part of absorbent material (fabric, foam, etc.), because they could harbour bacteria or mould.

Source: Société de l'assurance automobile du Québec

I want to know the criteria for declaring a flood-damaged vehicle « unrebuildable »

A flood-damaged vehicle is declared “unrebuildable” when at least one of the following criteria is met:

- ⌵ The vehicle was flooded to the junction of the engine wall and the floor of the passenger compartment or up to a higher level.
- ⌵ The vehicle was flooded up to a level that could have affected one of the major components of its electrical system (with certain exceptions).
- ⌵ The vehicle was flooded and presents a health risk, in particular due to the presence of mould or bacteria.
- ⌵ The vehicle was flooded and declared a “total loss” by the insurer.

A flood-damaged vehicle that meets any of the above criteria is “unrebuildable”, even if the vehicle is not covered by an insurance contract. It therefore must not be put back into operation.

Major components of a vehicle’s electrical system

The major components of a vehicle’s electrical system are:

- ⌵ the fuse panel or breaker panel;
- ⌵ the electrical wiring with unsealed connections inside the passenger compartment;
- ⌵ the electronic component
 - of the occupant supplemental restraint system,
 - that controls an element of the drivetrain system,
 - of the self-diagnostic system,
 - of the passenger compartment’s heating, air conditioning or ventilation system,
 - of the defogging or defrosting system,
 - of the braking, acceleration or steering system or of any other system affecting the handling of the vehicle, its stability or safety.

Exceptions

A flood-damaged vehicle may benefit from an exception if all of the following conditions are met:

- ⌵ The vehicle does not come from outside Québec
- ⌵ The vehicle was not flooded by salt water
- ⌵ Only major components of the vehicle’s electrical system located outside the passenger compartment were damaged
- ⌵ The damage to the vehicle is covered by an insurance contract or the owner of the vehicle is a person exempt from the obligation to hold an insurance contract
- ⌵ The repairs made to the vehicle eliminated any risk related to the flooding and, to that end,
 - any major components that were damaged were replaced by new genuine components and the insurer implemented control mechanisms to ensure that this was the case;
 - the vehicle was repaired by a person whose expertise and knowledge were deemed sufficient by the insurer for the repairs to be carried out according to the rules of the trade.

Source: Société de l’assurance automobile du Québec



TO LEARN MORE

Société de l’assurance automobile du Québec



www.saaq.gouv.qc.ca

English – Road Safety – Flood-damaged road vehicles



1-800-361-7620

www.urgencequebec.gouv.qc.ca

All the up-to-date information on a situation and the instructions and measures in place.



Volunteers

I want to know if I am protected while doing volunteer work in connection with a flood

Section 12 of the *Act respecting industrial accidents and occupational diseases* provides that during an event covered by the Civil Protection Act or during a state of emergency a person who voluntarily assists the personnel deployed to the location may be covered by the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST) in the same way as paid workers.

For this purpose, the responsible authority (for example, a government department, an agency, regional municipal county (MRC) or a municipality), depending on the situation, must expressly accept the volunteer's offer of service. If so, the volunteer is deemed to be covered. Such acceptance may be, for example, in the form of a list of persons present that is kept and updated at the beginning of every work shift.

In return for such insurance coverage, the responsible authority or the local authority will have to pay a premium at the end of the year, which will be determined on the basis of the number of volunteer hours worked and the minimum wage in effect.

Moreover, a volunteer worker who sustains an occupational disease is entitled to a salary replacement indemnity if, because thereof, he or she is unable to do the paid work that is his or her usual occupation:

- If the volunteer worker has paid employment, the salary replacement indemnity is determined according to his or her employment contract.
- If the volunteer does not have paid employment when the occupational disease is sustained, he or she is entitled to the salary replacement indemnity usually determined in accordance with the minimum wage in effect.

Source: Commission des normes, de l'équité, de la santé et de la sécurité du travail



TO LEARN MORE

Commission des normes, de l'équité, de la santé et de la sécurité du travail



www.cnesst.gouv.qc.ca

(in French only) – Accès rapide – Travaillateurs bénévoles



1-844-838-0808

