



## My house has been flooded!



## What do I do first?

You can take  
immediate action  
to minimize  
flood damage  
in and around  
your home.

There are also  
precautions  
you should take  
for your own  
health and safety.



### 1

**Énergie NB Power**

Corporation Holding  
de portefeuille Corporation

### CALL NB POWER

NB Power asks the public to contact them immediately before attempting anything. Every occurrence is different and residents must not assume they can resolve an electricity-related problem themselves, as **there can be important safety issues**. NB Power will know how to deal with your specific situation.

**POWER OUTAGES**  
1-800-442-4424

**OTHER PROBLEMS**  
1-800-663-6272

### 2

### CALL THE CITY OF MONCTON DISPATCH LINE

Call the City's dispatch line to report a flood or immediate danger of flooding. You will be asked to provide your name, location, date of flooding, etc:

859-2643

### 3

### HEALTH AND SAFETY CHECKLIST

Remove **toxic substances** such as pesticides and insecticides from the flood area to prevent pollution.

Try to **move** furniture, electrical appliances and other belongings to floors above ground level.

Flood water can be heavily contaminated with **sewage and other pollutants**, posing a **serious health hazard**. **Children and pets must be kept away** from the area until it has been properly decontaminated. Remember to protect yourself when removing contaminated contents, by wearing proper gloves, coveralls and footwear. In most instances, it would be prudent to wear a mask.

Any materials that came in contact with floodwaters should be **removed as soon as possible**.

Towels, bedding, etc. should be **washed and disinfected** before being reused. Water-absorbent materials (foam cushions, carpet underlay, plush toys, cardboard) should be discarded. Any other soiled items should be carefully washed, disinfected and dried before being brought back into the basement.

Partition walls and gypsum board (drywall), in addition to any wet insulation inside the walls, should be removed to a height of at least 15 cm (6 inches) above the high-water line. Wood flooring should be removed. Any debris should also be removed as soon as possible and discarded.

Before installing any new partitions and flooring, soiled concrete surfaces should be washed, disinfected and dried.

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INSURANCE  
BUREAU  
OF CANADABUREAU  
D'ASSURANCE  
DU CANADA

## CONTACT YOUR INSURANCE REPRESENTATIVE

If your home has incurred water damage, contact your insurance professional as soon as possible. They will be able to tell you what is or isn't covered under your home insurance policy.

For further information, or to find answers to your general insurance questions about home, car and business insurance, please call:

**INSURANCE BUREAU OF CANADA**  
1-800-565-7189 ext. 227  
<http://www.abc.ca/en/index.asp>

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## RECORD DETAILS

It's important that you record details of flood damage by photograph or video, if possible. Register the amount of damage with both your insurance agent and the City immediately.

**CITY OF MONCTON DISPATCH**  
859-2643

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## SECURE YOUR HOME

Once that's done, you'll want to secure your home as much as possible to prevent further damage and to protect yourself and your family.

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## RESTORATION

Following a flood, it is important to restore your home to good order as soon as possible to protect your health and prevent further damage to your house and its contents. The **Canada Mortgage and Housing Corporation** has prepared a checklist to help organize your clean-up:

1-800-668-2642  
<http://www.cmhc-schl.gc.ca>

Contact the City of Moncton at 859-2643, if you have any questions about proper disposal of flood damaged items.

You may also want to speak with a professional. Consult the *Yellow Pages* under – Water Damage Restoration.



## IF YOU NEED TEMPORARY HOUSING

### CALL RED CROSS

1-800-222-9597

For those who are displaced during a flood event, please contact the Red Cross (preferably within the first 72 hours) at the Red Cross Disaster Services Line : 1-800-222-9597.

Red Cross can provide assistance with regards to housing and can also provide personal **survival kits** containing basic necessities.



## TAKE PRECAUTIONS AHEAD OF TIME

### BEFORE A FLOODING EVENT FLOOD PREPARATION

*Whenever possible, the best way to minimize flood damage is always to take precautions ahead of time, especially if you live in a flood-prone area. Although governments at every level work to reduce the risk of floods, you are the first line of defense.*

## TIPS ON FLOOD-PROOFING YOUR HOME

For information on flood prevention tips, please consult:

**CITY OF MONCTON WEBSITE**  
[moncton.ca](http://moncton.ca)

**NEW BRUNSWICK EMERGENCY  
MEASURES ORGANIZATION**  
[gnb.ca/cnb/emo-omu/index-e.asp](http://gnb.ca/cnb/emo-omu/index-e.asp)  
toll-free / 24 hour hotline  
1-800-561-4034