

# FLOODINGS GOOD PRACTICES

## PRESENTATION

A presentation on each and everyone's responsibilities and the City's various missions is available at [www.ile-perrot.qc.ca/crue](http://www.ile-perrot.qc.ca/crue).

## HOW TO STAY INFORMED



### WEBSITE

Complete section dedicated to spring freshets and floods. Visit [www.ile-perrot.qc.ca/crue](http://www.ile-perrot.qc.ca/crue).



### FACEBOOK

Information related to the freshet is published there periodically. Subscribe to @Villedelileperrot.



### ALERT SYSTEM

It is a fast and efficient way to get in touch with citizens by phone, text or email. Register at [www.ile-perrot.qc.ca/sai](http://www.ile-perrot.qc.ca/sai).

# WHAT TO DO BEFORE?

Several steps can be taken in order to protect your residence in the event of a flood. Remember to check your equipment now to be sure it is functional (e.g. submersible pump).

 First, pay attention to evolving situation and water levels by consulting our communication tools.

## IN THE CASE OF A FLOOD WARNING

- Move basement or main floor items to the top floor.
- Safely store away chemical or harmful products such as insecticides and waste oil residue and make sure these are out of reach of children.
- Block all basement sewer conduits if they are not protected by a check valve.
- Block the basement drain.
- Caulk basement windows and doors.

## ELECTRICITY AND NATURAL GAS

- Shut off the gas and electricity. If the water level starts to rise, make sure your feet are on a dry surface and use a wooden stick to shut off the electricity to the house. If the water starts to enter your home, don't touch anything and immediately call Hydro-Québec at 1 800 790-2424 to ask them to disconnect the electricity.
- Shut off the main gas valve and make sure all propane tanks are tightly closed.
- Shut off the tap near the outlet valve on the oil tank.

## OUTDOORS

- Remove or secure all mobile items in the yard to prevent them from being thrown or swept away.
- Implement protective measures for your residence, e.g. with sandbags.

## STAY INFORMED

- Monitor the situation on the radio, on television or on the Internet. Follow the safety instructions that you receive.

# WHAT TO DO DURING?

It is important to keep yourself informed and to monitor the situation closely. You can do this by using any of the means of communication presented on the cover page of this document. We remind you that for any life-threatening emergency, you must call 911.

## ELECTRICITY AND NATURAL GAS

- If water enters your home, do not turn off the power yourself. Contact Hydro-Québec immediately (1-800-790-2424).
- If you smell gas or if your natural gas equipment is visibly damaged, call the emergency services number for your natural gas provider.
- If you are using a generator, follow the instructions for its installation and use.

## CONSUMPTION OF WATER AND FOOD

- If the water comes from a water system, consider the water to be potable, unless you have received a notice to the contrary from municipal officials.
- If the water comes from a well, consider the water to be unsafe, that is, unsafe to drink.
- In the event of a power failure, ensure the quality of your food before consuming it.

## EVACUATION AND TRAVEL

- Evacuate your home if the water level requires you to leave or the authorities order you to evacuate. Pack a few essential items such as warm clothing and waterproof gear if it is raining.
- Put your pets somewhere safe.
- Avoid walking and driving on flooded streets. Abandon your vehicle if the engine stalls.
- Check the road conditions before setting out on [www.quebec511.info](http://www.quebec511.info) or call 511.
- Advise municipal officials how to reach you if you leave your house.

## COMMUNICATIONS

- Keep in touch with your loved ones through brief telephone conversations so as to not overload the telephone systems.
- If possible, communicate via text messages and social media and carefully monitor the battery level on your mobile device.

# WHAT TO DO AFTER?

You may re-enter your home if authorities allow it and it is safe to do so, preferably during the day when it will be easier to identify problems and hazards. When you arrive, take photos to document damage to your home.

## ELECTRICITY AND HEATING

- Consult an electrician before reconnecting the electricity to your home.
- Consult an expert before reconnecting heating appliances.

## WATER

- If you have a personal well, you must assume that the water is undrinkable even if it appears clear and is odourless. Until you can determine whether your well water is safe to drink, boil it vigorously for one minute before drinking it, or drink bottled water.

## FOOD AND MEDICATION

- After a power outage of more than six hours, ensure the quality of your food before consuming it. Throw away any food that shows signs of spoilage.
- Inspect and discard any damaged cans. Before opening them, clean them and check that the food looks normal once opened.
- Return all medications that come into contact with the floodwater to the pharmacy for safe disposal by the pharmacist.

## CLEANING

- After removing the water or as soon as you return home after an evacuation, clean your home, disinfect and dry all objects and surfaces. This will prevent the development of mold and many other problems that can affect your health.

## PLUMBING

- Before using appliances that are connected to your plumbing system, make sure the municipal sewage system or your septic system is working properly. For any other questions, consult a plumber.

## YARD

- Never touch power wires or equipment you find on the ground. Call Hydro-Québec, at 1 800 790-2424, if you see a power line on the ground.
- Carefully remove all debris from your yard.
- Handle all waste materials in compliance with the standards in effect.

## FLOODED VEHICLES AND INSURANCE

- Never drive a flooded motor vehicle, including a motorcycle or recreational vehicle (RV, trailer).
- Take inventory of all damage the water has caused to your property and take supporting photographs. Notify your municipality and your insurance company. Keep all receipts and proofs of purchase for damaged goods for your claims.



All information in this document is taken from [www.quebec.ca/floods](http://www.quebec.ca/floods). For more details on, for example, cleaning a home after flooding, see the website mentioned above.

## MUNICIPAL SERVICES

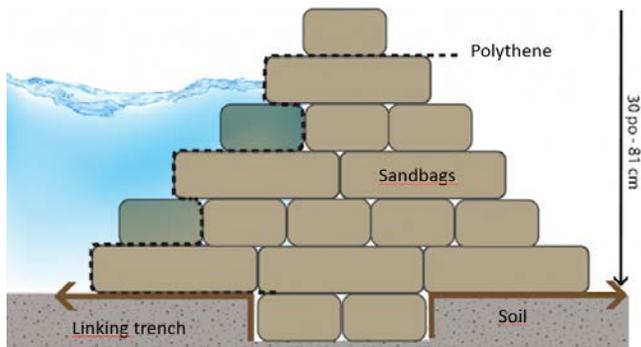
The municipal services are there to help you during the spring freshet. Depending on the topics you want to address, here is who to contact!

Financial aid .....	Treasure Department - 514 453-1751, ext. 221
Water analysis .....	Water treatment service - 514 453-1751, ext. 259
Renovations after the flood .....	Department of Town planning and Environment - 514 453-1751, ext. 252
Sandbags and temporary works .....	Technical Services, Public Works, Parks and Green Spaces - 514 453-1751, ext. 244
Victim services and questions about the Red Cross .....	Recreation, Culture and Community Life Department - 514 453-1751, ext. 227

**If there is a life-threatening emergency, call 9-1-1.**

# HOW TO USE SANDBAGS?

## BEFORE



- Follow the pattern above to build a dike.
- 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.
- 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 the water.

## AFTER



- The sandbags must be placed on the pallets.
- There should be 40 to 50 sandbags per pallet.
- You must alternate the direction of the rows as in the image above.
- It is very important that the pallet openings are easily accessible to facilitate pick up.
- Pallets must be wrapped in a plastic film provided by municipal employees.
- Pallets must be placed on the side of the street or in a dry place accessible to vehicles.

## FAMILY SAFETY PLAN

A family safety plan is very useful in case of an emergency. Take a few moments to prepare your own plan. It's easy!

- Always have an emergency kit in your home. Your kit should contain enough material, food and water to provide for your family's basic needs during the first 3 days of an emergency situation.
- Decide on a place where you and your loved ones can shelter in case of need.
- List the contact information of the persons you'll need to get in touch with in case of an emergency – family members, daycare, school, municipality, etc.
- Arrange for a place where your pet can stay.
- Prepare a home evacuation plan. All occupants must be familiar with the evacuation plan and it must be practiced at least once a year. A few safety procedures can also accompany your plan. In the event of an emergency, avoid using the elevator
- Make sure you know how to shut off water, electricity and gas in your home, should the need arise.
- Plan an emergency route if you have to evacuate your neighbourhood. Plan an alternate route in case some roads are closed.
- Take an inventory of all your belongings, as well as proofs of purchase, photographs or videos. Keep these documents and a copy of your home and automobile insurance policies outside of your home in a secure location, at the office for example
- Contact your insurer to check your home insurance coverage. The majority of insurance contracts cover damage caused by natural disasters such as hail, lightning, windstorms or tornadoes.

## EMERGENCY KIT

It's important to have an emergency kit in your home. Make sure it contains enough material, food and water to meet your family's basic needs for at least the first 3 days of an emergency situation. Keep your emergency kit in a place that is easy to access.

- Drinking water (6 litres per person)
- Non-perishable food
- Manual can opener
- Battery-operated radio (and spare batteries)
- Flashlight or headlamp (and spare batteries)
- Lighter or matches and candles
- First Aid kit
- Whistle — to signal your presence to rescuers
- Dust masks — to filter contaminated air
- Map or GPS
- Compass
- Sunglasses and sun lotion
- Pocketknife
- Small toolbox
- Backpack
- Tent, sleeping bag and foam mat
- Camping stove, fuel and kitchen utensils
- Personal care items
- Over-the-counter medications
- Prescription medications (prescribed by your doctor)
- Garbage bags
- Hiking shoes or boots
- Waterproof clothing
- Spare clothes
- A deck of cards, books, magazines