



## **Flood Recovery - Top things you need to know before entering your property**

As the owner of the affected property, it is your responsibility to ensure that it is a safe and healthy environment for you and those who occupy it. You must, therefore, take appropriate steps to ensure that cleanup and recovery begins as soon as possible.

Further information is available in the comprehensive [Flood Recovery Booklet](#) available on [www.saintjohn.ca](http://www.saintjohn.ca)

### **Consider the following when returning home**

#### **Calls to make:**

If your property has sustained damage, call your insurance agent immediately for guidance. If you do not have insurance or know the status of your insurance, we would suggest you take immediate action to clean your home and document/photograph damage (take videos if possible too), list items that were taken out of your home and keep receipts.

Register with SNB for Disaster Relief Funding by calling 1-888-298-8555 or going online to [www.snb.ca/emo](http://www.snb.ca/emo)

#### **Action to take:**

- 1) When you enter your home, if it appears dry, proceed inside.
- 2) If there is or was water above any of your electrical outlets, and your power has not been turned off, leave immediately and call Saint John Energy 658-5252.
- 3) If there appears to be any major structural damage (leaning walls, shifted foundation, etc.), or other immediate risks that you notice (such as the smell of gas, downed wires, etc.), leave immediately and call 911. For details on how to receive services and advice, including access to inspection teams, visit [www2.gnb.ca/content/dam/gnb/Departments/pa-ap/pdf/Report\\_Damages/FactSheet-HealthSafetyInspections-EN.pdf](http://www2.gnb.ca/content/dam/gnb/Departments/pa-ap/pdf/Report_Damages/FactSheet-HealthSafetyInspections-EN.pdf)
- 4) If you are a tenant, please contact the property owner before entering the home or remediating any flood-damage.
- 5) If you have not encountered a problem thus far, proceed to the self-assessment below.

#### **Self-assessment:**

Your safety is always the number one priority. Keep this at the top of your mind as you enter your property and begin to make an assessment of any damages your property may have sustained.

Identify deficiencies in critical services upon entry. Critical needs include gas, electricity, drinking water, and the need for water pumping.

Check for mold. The biggest risk to your home and health at this point is the presence and growth of mold. It can start growing within 24 hours. The best defence is to clean, dry or discard wet or damaged items immediately.

Do not use camp stoves, gas heaters, BBQs, generators, etc. inside your home.

Check the status of food in your home. To avoid the health hazards of food contamination, all perishable goods, vacuum-packed foods and any other foods affected by flooding should be thrown out. All other foods, including canned and bottled goods that may have come in contact with flood waters, must be discarded.

In the event of an emergency, call 911.