



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

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

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
- 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.

Important Phone Numbers

Disaster Relief Funding and Health & Safety Inspections

To register for Disaster Relief Funding and to access to the Province of New Brunswick Health & Safety Programs, including property inspections, teams and reports, call **1-888-298-8555**.

Electrical Reconnections

Saint John Energy customers must put the request through to their electrician. The timeframe for reconnection after an electrician has taken appropriate action and request has been made to SJ Energy is up to two days. For more details, contact Saint Joh Energy at **(506) 658-5252**.

Canadian Red Cross

For resources available through the Canadian Red Cross, including requests for accommodation, call **1-800-863-8582**.

Horizon Health Network

For mobile mental health crisis services call **1-888-811-3664** (8 am to midnight). Or call the Provincial CHIMO helpline at **1-800-667-5005** for a listening ear. They provide a confidential, anonymous service 24 hours a day.

Drinking Water (those on SJ Water system and with privately-owned wells)

Residents on the **Saint John Water Drinking Water** or sewage system can call the City at **(506) 658-4455** with any questions or concerns.

Residents with **privately-owned wells** in areas that were flooded have been advised by the Province of NB not to use them before they have been disinfected and tested.

The provincial government is providing free testing for water from private wells which have been directly affected by recent flooding. Beginning May 17, water sampling kits will be available at Service New Brunswick Centres for owners of private wells. Further information is available through the **Department of Environment and Local Government Saint John region at (506) 658-2558**.

Flood Clean Up Help and Garbage Collection

For information on how to protect yourself when cleaning your home and proper cleaning equipment and techniques, refer to the City's [Flood Recovery Booklet](#) on saintjohn.ca, and information provided by the [Office of the Chief Medical Officer of Health](#)

Clean up kits

The Canadian Red Cross is offering flood cleaning kits to those who are able to safely re-enter their homes and begin cleanup. The free kits can be picked up at its office at 120 MacDonald St. (Loch Lomond Place) in Saint John from 8:30 a.m. until 7 p.m., including during weekend.

Volunteers and community groups wishing to support homeowners with clean up are encouraged to do so in a safe manner. The SJ-EMO has a limited supply of personal protective equipment (PPE) groups, and individuals can have. Requests for supplies should be directed to the SJ-EMO at (506) 658-2910.

Special Solid Waste Collection Services: City of Saint John

Flood debris and materials

The City of Saint John will be offering special pickups for flood debris and damaged household items for residents in flood-impacted areas. The schedule is as follows:

- Tuesday, May 15
- Thursday, May 17
- Tuesday, May 22
- Thursday, May 24
- Tuesday, May 29
- Thursday, May 31

To arrange for pickup, please call 658-4455 to schedule your preferred date, have your items placed to the curb by **7:30 am**, and ensure garbage is separated into **three separate piles**:

- Flood debris (this is not to be placed in compost bins)
- White goods (such as damaged appliances)
- Sandbags
- Bagged garbage (Items that can be bagged need to be)

The City will arrange for special pickups for residents on private lanes/roads. Residents in these areas must place their items at the end of their road and call 658-4455 to arrange for pick up as per the above schedule.

Regular bagged garbage and compost collection

Schedules that were put on hold in flood-affected areas are now resuming. Dates and locations this week are as follows:

Ragged Point Road Area – A special collection was done on May 15

Westfield Road Area – A special collection has been scheduled for Thursday, May 17

Dominion Park Area – Regular collection will resume on Friday, May 18

Do not put river debris in the compost. It is considered contaminated and must be disposed of in the landfill.

Crane Mountain Landfill: hours for people wishing to take their debris directly

Extended Hours for Flood Debris Collection from May 19 to June 30, 2018

Monday to Friday 7:30 am to 7:00 pm

Saturday 7:30 am to 5:00 pm

Sunday – Closed

** Open Victoria Day – Monday, May 21**