



**Organisation municipale
de la sécurité civile
du Québec**

What to do in the Event of Spring Tides

Information sheet

At all times: be informed and prepared

- Listen to the news on the radio, television or Internet and follow advice and instructions from authorities;
- Contact your municipality for details on the local area situation, available services and instructions in effect;
- Dial 511, which is available 24/7, or consult www.quebec511.gouv.qc.ca to find out about road conditions, traffic and road accessibility;
- Call Info-Santé at 811, which is available 24/7, to reach a health professional for non-emergency cases or for advice;
- Call 911 in an emergency;
- Make sure your emergency kit contains enough food articles to provide you and your family with sustenance for the first 72 hours after a disaster. Consult the Ministère de la Sécurité publique (Québec Ministry of Public Security) website at www.securitepublique.gouv.qc.ca, in the section to learn more about the 72-hour emergency kit.

Contact information	
City hall	
Information	
Public security	
E-mail	
Internet site	
Shelter	

Before spring tides occur: protect your belongings

- Look around your property and remove any of your belongings that could be thrown by waves. They can become harmful projectiles;
- Protect windows facing the river by covering them with wooden panels;
- Vertically store any objects in the basement and on the ground floor or move them to the second floor. Store important documents (insurance contracts, receipts, proofs of purchase, etc.);
- Move cars and recreation vehicles to higher ground;
- Install membranes, if available and when suggested by the municipality, on all windows and doors of your home and any other buildings on your property;
- Safely store and keep out of children's reach any chemical or toxic products such as insecticides, open cans of paint and used oil;
- Block up the sewer lines in the basement to avoid sewer back-up;
- Make the necessary arrangements for a family member or friend to house you and your family should you have to leave your home. Your municipality could also offer an emergency shelter location;
 - Have ready all the items you must to bring with you should you need to evacuate your home, including your 72-hour emergency kit.

What to bring with you if you evacuate your home:

- Warm, weatherproof clothing;
- Spare shoes, socks and underwear;
- Toiletries;
- Child care items;
- Medication and prescriptions;
- Pets, their food and care articles;
- Identification documents for each member of the family (health insurance card, driver's licence, passport, etc.);
- Insurance documents, personal phone book and any other important document;
- Cell phone and charger;
- House keys and car keys;
- Other items which you deem necessary.

To find out about the content of an emergency kit:

www.securitepublique.gouv.qc.ca

Fast access section: 72 hour emergency kit

During spring tides: ensure your safety

**At all times, it is vital not to endanger your life
or the life of your family! Be vigilant!**

Evacuate

- Leave your home when you deem it necessary. Trust your common sense;
- Follow instructions from authorities, especially when they ask you to evacuate your home;
- Before leaving your home, cut the power off and turn the gas service entrance off;
- Lock the doors to your home before leaving;
- Follow instructions from authorities who are coordinating the evacuation;
- **Inform your municipality of the location you intend to go to or ask your municipality about the location of the municipal emergency shelter, if there is one;**
- Advise your municipality if you change your temporary shelter location.

Getting around

- **At all times, avoid moving around in a flooded area, be it on foot or by car;**
- Use flooded roads only in emergency cases and be very vigilant;
- If your car motor stalls because of the water level, abandon your car so as not to be swept away by rushing water;
- Pay close attention to children; hold them or carry them if needed.

After spring tides: get back to normal life

Take the right steps

- Inform municipal authorities and specify any damages incurred or report any situation which requires an evacuation or an intervention by municipal services;
- Contact your insurance company immediately to report your situation and inquire about the compensation provided by your policy;
- Take photographs of damages. Prepare all receipts and proof of purchase for damaged goods for your claim.

Your insurance company	
Name of insurance company	
Telephone number	
Contract number	
Agent's name	

Financial assistance

The Financial Aid Program to Disaster Victims set up by the Ministère de la Sécurité publique (Québec Ministry of Public Security) allows citizens to seek compensation for essential belongings damaged by floods and some expenses, such as those incurred for cleaning your property.

For more details on your eligibility for financial assistance or to receive a claim form, contact your municipality or consult www.securitecivile.gouv.qc.ca, under "Financial Aid to Disaster Victims." You may also receive information from the Ministère de la Sécurité publique (Québec Ministry of Public Security) by phone at 1-888-643-2433, or by e-mail at aide.financier@msp.gouv.qc.ca.

Information sessions on financial assistance may be set up in your municipality, so try to stay informed.

Restore electricity and heating

Have specialists check your electrical installations, heating equipment and gas service entrance to detect any possible damages or dangers before re-setting them.

Use your temporary electrical installations and heating equipment appropriately and with **caution**, and follow the manufacturers' instructions.

Check food products and personal care products

- Throw out any perishable and non-perishable food products, and any medication, toiletries or beauty products that came into contact with water;
- Throw out aboveground fruits and vegetables from a garden which has been flooded (strawberries, lettuce, etc.);
- Carefully clean root vegetables from a garden which has been flooded during summer, before eating them (carrots, potatoes, etc.);

Additional information can be obtained from the *Centre québécois d'inspection des aliments et de santé animale* (Québec Food and Animal Health Inspection Centre) by phone at 1 800 463-5023, or by e-mail at dga@mapaq.gouv.qc.ca.

Clean your household

- Wear rubber gloves and avoid any skin, eye or mouth contact with soiled water and material;
- Make sure rooms are well ventilated during the cleaning process;
- Rinse, clean and dry all floors, surfaces, structures, any cavities and any material which has come into contact with flood water, as soon as possible. Use a cleaning solution made up of one part bleach water and four parts water and add a small quantity of dish soap containing no ammonia. Do not mix bleach water with ammonia as the vapours caused are toxic;
- Use boiling water to sterilize kitchen utensils which have been contaminated;
- Sterilize all games and toys and throw out those which have been soaked with water even if they are dry;
- If organic matters are present (silt), first wash with detergent, then with bleach water diluted in water (one part bleach water and three parts water) and let stand for 15 minutes;
- Throw out any material which cannot be cleaned properly (carpet, underlay, area rugs, insulation, gypsum boards, etc.) or whose padding has been soaked (pillows, mattresses, cushions, stuffed toys, etc.);
- Replace the inside insulation of your water heater, refrigerator and freezer if the insulation was soaked;
- Make sure rooms are well ventilated to reduce the moisture content to less than 50%.

Mould

Mould stains or residues may surface after a flood. If mould is prevalent, it can break up into breathable particles which could cause breathing problems. Watch for the presence of mouldy smells, earthy smells or alcohol smells as well as the appearance of greenish or black stains on walls, ceilings or in cupboards. Remove any mould with deep cleaning. If you develop health problems, see your doctor immediately.

Water consumption

The water in your home which **comes from a waterworks system** will be drinkable and suitable for consumption unless otherwise specified by municipal authorities in charge of the waterworks system. If in doubt (due to taste, odour or strange colour), boil the water for approximately one minute before consuming.

Water which comes from a well must be considered as **undrinkable and unsuitable for consumption** after floods, even if it appears clear and odourless. If possible, get a **supply of bottled water**. If bottled water is not an option, as a last resort use the well water if it is clear and only after boiling it for at least one minute.

Disinfecting your well

- Clean the well by removing any foreign matters, any deposits and any animal or vegetable matters using a brush or scraper;
- Pour the required quantity of water and bleach water into the well;

Required quantity of water and bleach water		
Type of well	Diameter	Required quantity of bleach water per metre of well depth
Artesian well	15 cm (6 inches)	20 ml
	20 cm (8 inches)	35 ml
Shallow well	60 cm (24 inches)	300 ml
	90 cm (36 inches)	625 ml

- Wash and brush lateral walls with the solution (if brushing is impossible, connect a hose to the nearest tap and rinse the interior walls);
- Let the solution work for approximately one hour without using any water. After an hour, open all the taps and flush the toilets;
- When the odour of chlorine can be smelled at each water outlet, close the taps. If this is not the case, repeat the bleach process in the well;
- Let stand 24 hours while using toilets, bathtubs and washing machines as little as possible and without drinking the water;
- After a period of 24 hours, let the water flow from all taps until the odour of chlorine dissipates completely. Use water abundantly for the next two to three days (laundry, cleaning, toilets) but without drinking the water;
- After an additional pumping over seven days of normal use, send the water for a bacterial analysis, which will determine if the water meets the quality standards set by drinking water by-laws. Until this has been ascertained, keep boiling the water before drinking;
- Have a second analysis performed as a precautionary measure approximately four weeks after the well has been disinfected. If results do not meet standards, have your well assessed by a well digger;
- Do not empty the well. If you have a drainage system, let the water run from an outdoor tap so as not to overburden your drainage system.

Additional information can be obtained from the Ministère du Développement durable, de l'Environnement et des Parcs (Québec Ministry of Sustainable Development, Environment and Parks) by phone at 1 800 561-1616, or by e-mail at info@mddep.gouv.qc.ca.