

Floods in Pierrefonds-Roxboro 2017

Questions and answers

Updated : May 18, 2017, 2 p.m.

Assistance to the Victims

➤ Help Centre for Disaster Victims

Relocated to Borough Hall, 13665 boulevard de Pierrefonds

- **Schedule**

- Monday to Thursday, 8 a.m. to 8 p.m.
- Friday and Saturday, 8 a.m. to noon
- Closed on Sundays and on Monday, May 22, for National Patriots' Day.

- **Services offered**

- Red Cross: lodging, food vouchers for meals, support and comfort.
- CLSC Pierrefonds: psycho-social assistance. You may also call 811, 24/24 hrs. 7 days a week.
- Borough: information on the permits needed to repair damaged properties.

➤ Streets closed

All major arteries are now reopen to circulation. To find information on the streets that are still closed, you may refer to the interactive map at: <http://lickst.at/carte>.

Home Return Instructions

➤ How can I find out if I can return home?

To ensure everyone's safety, residents must follow instructions from authorities on the ground,

People who want to return home must first call **311**.

There are two conditions for residents to be allowed to return home:

- the premises must be inspected by city specialists;
- individualized safety instructions will be given to the returning resident.

Fire Prevention Officers from the Service de sécurité incendie de Montréal (SIM) will be systematically going up and down the areas affected by the floods and visit each house. They will be accompanied by a master electrician and a city inspector.

At the time of their visit, the SIM officers will issue an official notice to residents informing them as to whether or not they can return to their homes, based on any risks that are still present there.

- A green notice indicates that the property is safe enough for residents to return there.
- A yellow notice indicates that residents may return, but only under certain conditions.
- A red notice indicates that residents may not return to their home due to the risks still present there.

For more information, call 311 ou visit : <http://lickst.at/Reintegration>.

➤ **Risks**

Flood victims who go back home expose themselves to a number of risks (electrocution, electric shock, poor water quality if water comes from an individual (Artesian) well, etc.). Before turning power or flooded gas appliances back on, you need to have equipment inspected by certified professionals. There are many elements to consider even before going back home. For more information, visit: <http://lickst.at/UrgenceQC>.

➤ **Instructions for a safe return**

Here are some verification steps that residents should take when returning home:

- Ensure that heating and electricity systems are working correctly
- Check the general state of the building
- Check smoke detectors and carbon monoxide detectors
- Check for mould
- Document damages (take photos and keep a written log)
- Be sure of food quality before consuming

Find more safety tips at: <http://lickst.at/Inondation-CSC>.

➤ **Water Quality**

Water is of excellent quality in flooded areas when it comes from Montréal's municipal water distribution system (aqueduct).

Boil water for 1 minute before consuming **if it comes from an individual well (artesian well)**. On this subject, consult the official notice issued by Public Health (in french):

<http://lickst.at/AvisSantePub>.

For more information on the 2017 floods situation in Québec, and more specifically on the disinfection process of an artesian well, visit the Urgence Québec website: urgencequebec.gouv.qc.ca/En/inondation_printanieres_2017/Pages/information-situation.aspx

➤ **More health tips for a safe return home**

For more information, see the website of the Direction régionale de santé publique: <http://lickst.at/SantePublique>.

➤ **Mold**

After returning home, if the presence of mould (green or black spots, mouldy smell) or a chemical product contamination such as heating oil is visible or suspected, contact a specialized decontamination company.

➤ **Boots, safety glasses and masks**

When cleaning your home or objects that have been in contact with flood waters, wearing rubber boots, safety glasses and a type N95 mask is recommended. N95 masks are sold in hardware stores and pharmacies.

Gloves and masks are also available at the Help Centre for Disaster Victims.

Financial Aid

➤ **Am I eligible for financial aid?**

The Québec Government has implemented a Financial Aid Program specific for citizens affected by the April 5-May 16, 2017 floods.

For more information on the program, visit: securitepublique.gouv.qc.ca/en/civil-protection/financial-disaster-victims.html or call:

1 888 643-AIDE (2433)

8 am.-8 p.m., Monday to Friday

securitepublique.gouv.qc.ca

aide.financiere@msp.gouv.qc.ca

See the enclosed fact sheet prepared by the Government about the Financial Aid Program (in French).

Citizens are also invited to contact their insurer.

Waste Management

➤ How to get rid of damaged goods?

- **Waste Collection**

There will be a daily waste collection in the zones affected by floods la collecte des ordures aura lieu tous les jours dans les zones affectées par les inondations.

- **Waste Disposal Sites**

Citizens can get rid of all waste material at one of the two waste disposal sites accessible 7 days a week, 24/24 hrs, free of charge. No waste will be refused.

The sites are located:

- Principal (and larger site)
near the Fire station located at 13775, boulevard de Pierrefonds (corner rue René-Émond).
- Secondary (and smaller site)
near the Fire station located at 18661, boulevard de Pierrefonds (corner avenue Château-Pierrefonds).

➤ Sand Bags

An important reminder: the sand inside the bags has been contaminated and may represent a serious hazard to your health. It should not be reused and it must be disposed of properly.

The bags can be brought to one of the two waste disposal sites or be placed at curbside for removal. To have your bags picked-up, call 311.

Repair work, Inspections and Permits

➤ Inspections

Fire Prevention Officers from the Service de sécurité incendie de Montréal (SIM) will be systematically going up and down the areas affected by the floods and visit each house. They will be accompanied by a master electrician and a city inspector.

➤ **Declaration of repair work and permits**

City inspectors will be conducting a basic inspection of the properties, to estimate the scope of the repairs to be made and the nature of the necessary permits involved. These inspectors will be giving the residents a work declaration form to fill out and return to Borough Hall.

This form aims to facilitate the steps citizens have to take to repair their property.

For most of the residents who will be carrying out interior repairs of the damage, this form will be the sole document required and there will be no costs involved in this regard. Residents who opt to combine other types of work (extensions, major modifications, etc.) may have to obtain a permit and pay the applicable fees. The situation will be evaluated case by case and, at the time of the inspectors' visit, they will be able to inform the residents of the procedures that concern them in particular.

Outdoor work and pool replacement

For all the outdoor work—repairs to pool, fence, patio, low wall, etc.—a permit must be obtained and the charges stipulated in current municipal bylaws are payable. However, the permit required for replacing a pool will be free of charge for the flood victims.

Donations and Volunteers

I would like to offer my help to the affected borough

➤ **Money Donations**

Money donations can be made to the Red Cross. Visit the [Red Cross website](#) or call 1-800-418-1111.

➤ **Goods Donations**

What you can give: furniture, appliances, new or near-new clothes, new shoes, hygiene supplies, cards and support messages, domestic products, toys, books.

What you cannot give: mattresses, items that are stained, torn, damaged or broken, appliances older than 20 years, electronics, rugs, baby products (car seat, bed or stroller), barbecues and propane tanks, paint.

Société de Saint-Vincent de Paul de Montréal

Donations are accepted at 1930, rue de Champlain from 8:30 a.m. to 4 p.m. You can also call: [514 526-5937](#).

Salvation Army: [514 935-7427](tel:514-935-7427)

➤ **Food Donations**

Moisson Montréal

Accepts all non-perishable food items at its warehouse located at 6880, chemin de la Côte-de-Liesse, Saint- Laurent, H4T 2A1.

A bin has been set up outside to collect food donations 24/24 hrs. For more information, please call [514 344-4494](tel:514-344-4494), ext. 247.