



SPRING FLOOD – ÎLE-BIZARD–SAINTE-GENEVIÈVE

What services are offered at the borough's shelter center?

Please note the shelter center set up by the borough is ready to welcome flood victims who cannot be accommodated by friends or family. There, you can take a shower, eat, take a break, get fresh water, etc.

Who to talk to if I need sandbags or help from volunteers?

Dial one of the borough emergency lines (514 620-3098 or 514 620-6632) between 8 am and 6 pm, or the 311 outside these hours.

Is the water drinkable?

Apart from the residents of Paquin, Roy, Monique Sacré-Coeur and Jean-Yves, who received a preventive boil water advisory, and those of Île-Mercier and the Maisons mobiles (Wilson Park), who received a notice of non-consumption of water, the citizens can safely drink tap water if they are connected to municipal water system. If the water is coming from an individual well, bring it to a full, rolling boil during one minute before consuming it. Wait at least 10 days after the flooding water recedes before disinfecting the well and testing the water.

What will happen in the next few days?

The victims are housed in collaboration with the Red Cross for as long as necessary. Note that voluntary evacuation recommendations on a voluntary basis are intended to protect the lives and safety of citizens.

What should flood victims do?

It is recommended that flood victims who voluntarily choose to evacuate their residence not be reinstated until the evacuation request on a voluntary basis is lifted by the authorities. However, the victims can go home to recover strictly medicines or valuables by requesting the help of Service sécurité incendie Montréal on site on presentation of identity documents.

When will the flood victims be able to go home?

When the time comes, citizens will be informed via the borough's official communication channels (website, Facebook page).



What is happening with the residence of the victims at this time?

There are teams on site to secure the premises and prevent the situation from deteriorating. Also, preventive patrols are carried out regularly.

What are the financial compensation programs for the flood victims?

The Québec government offers a program to help flood victims, tenants and homeowners, businesses and organizations that have been affected. For more information, visit the public security website at: www.securitepublique.gouv.qc.ca.

Registration service for residents affected by floods

If you have been affected by the floods, please register online (redcross.ca) or call 1-800-863-6582 to have a representative of the Red Cross help you do this from Monday to Sunday. 7:00 am to 9:00 pm.

Mail routing

Flood-affected citizens who can't receive mail at their address can reach Canada Post at 1-866-607-6301.

Notices and alerts

Sign up for Notifications and Alerts to receive messages about emergencies (notices or alerts by text or email): <https://beta.montreal.ca/en/notices-and-alerts>

Collections

The collections are maintained wherever the streets are accessible. Next week, the collections will be done on all flood-affected areas.

OTHER USEFUL INFORMATION

Health Info : 811

Emergencies : 911

Psychosocial support : 811, option 2