

# Flood Resource Directory

The following is a list of government services that could offer you information in the event of a flood. For more information on flood related measures to take, please consult the complete information document here:

[https://www.urgencequebec.gouv.qc.ca/En/CruePrintaniere/Documents/2019\\_En%20cas%20d%27inondation\\_ENG\\_VFINALE.pdf](https://www.urgencequebec.gouv.qc.ca/En/CruePrintaniere/Documents/2019_En%20cas%20d%27inondation_ENG_VFINALE.pdf)

## Info-Santé et Info-Social | 811

Be aware of physical, emotional and behavioral reactions that may appear after experiencing a disaster, such as difficulty sleeping, palpitations, anxiety, aggression, loss of interest or energy, tendency to isolate oneself, alcohol or substance abuse, or worsening of health problems. These reactions may appear soon after an event or even several weeks or months later. At any time, seek psychosocial support from Info-Social.

**Services Québec 1-877-644-4545**

[www.quebec.ca](http://www.quebec.ca)

## Programs, services and measures implemented by the Québec government:

Contact Services Québec for information on Québec government services and programs available to people and companies affected by flooding.

## Documents (health insurance card, licences or permits, etc.) issued by the Government du Québec:

To replace or obtain cards, permits, licences or certificates issued by government departments and agencies, visit the Government du Québec Website. You can also call the Centre de relations à la clientèle of Services Québec or go to a Services Québec office to obtain the assistance of a clerk, who will guide you in replacing or obtaining your documents.

## Urgence Québec | [urgencequebec.gouv.qc.ca](http://urgencequebec.gouv.qc.ca)

For information on the current situation in each region affected by a disaster, the programs and services available and the measure to take, consult the Urgence Québec website. Information on flooding is also available on Urgence Québec's social media pages: on Facebook (Urgence Québec page) and on Twitter at the address @urgencequebec.

## Centre antipoison du Québec (poison control centre) | 1-800-463-5060

A 24-hour emergency phone line that provides information in the event of poisoning or intoxication.

## Government financial assistance

For any question about the government financial assistance program for flood victims, please contact

**Ministère de la Sécurité publique**

[www.securitepublique.gouv.qc.ca](http://www.securitepublique.gouv.qc.ca)

English – Civil protection – Financial Assistance to Disaster Victims 1-888-643-2433

## Potable water

If you have questions about drinking water or well disinfection, please contact

**Ministère de l'Environnement et de la Lutte contre les changements climatiques**

[www.environnement.gouv.qc.ca](http://www.environnement.gouv.qc.ca)

English – Water – Drinking water – Well water quality 1-800-561-1616

To find a location to have your water tested for bacteria by an accredited laboratory, please contact

**Centre d'expertise en analyse environnementale du Québec**

[www.ceaeq.gouv.qc.ca](http://www.ceaeq.gouv.qc.ca)

English – Accreditation programs

## Food and medication preservation

For any questions concerning food issues, for example garden grown vegetables affected by flooding or food stored in a refrigerator or freezer for a period of time without power, please contact

**Ministère de l'Agriculture, des Pêcheries et de**

**l'Alimentation** [www.mapaq.gouv.qc.ca](http://www.mapaq.gouv.qc.ca)

(in french only) Consommation des aliments – Pannes d'électricité

1-800 463-5023

## Electricity

If water is beginning to flood your home, do not shut off the power. **Do not touch anything!** Immediately contact Hydro-Québec at 1-800-790-2424 to have the power shut off at the meter or pole.

**Hydro-Québec**

[www.hydroquebec.com](http://www.hydroquebec.com)

English – Power outages – Be prepared for a power outage

1-800-790-2424

## Carbon Monoxide

Heating, cooking or barbecue equipment designed for outdoor use, camping equipment, non-electrical pumps and generators (gas or gasoline) can result in serious or deadly poisoning by releasing carbon monoxide. Never use such equipment indoors or near doors and windows.

If you use combustion devices (e.g. devices that run on propane, wood, fuel oil, gasoline or natural gas), know that these devices can produce carbon monoxide, a potentially fatal toxic gas that is odourless and colourless. It's important to equip yourself with a battery-powered carbon monoxide detector. For any questions, please contact

**Ministère de la Santé et des Services sociaux**

[www.quebec.ca](http://www.quebec.ca)

English – Health – Advice and Prevention – Health and Environment – Air Quality - Preventing

Carbon Monoxide Poisoning

## Electrical Power

Safely restore electrical power by following these instructions:

- If your power was interrupted by Hydro-Québec, only a master electrician can ask Hydro-Québec to restore it.

To prevent eventual damage or dangers, have your electrical installation and your heating equipment verified by specialists before using them. If the installations are damaged and while awaiting final repairs, use temporary equipment in accordance with the manufacturers' instructions.

## Electrical installations

Follow the following safety instructions to avoid any problems related to you electrical installations:

Never shut off the main electrical hookup switch or any other electrical equipment if your feet are in water.

Before turning service back on, ensure that any electrical equipment that has been under water or touched by water is verified by an electrical contractor or a duly authorized representative of the manufacturer, as need be.

## Heating system and equipment

Before using your heating equipment or system after a flood, read the following two safety rules:

Do not use a heating system or equipment that has been flooded to dry out your home.

Have your heating system and equipment verified and cleaned; decontaminate air transport ducts and replace damaged parts.

**Hydro-Québec**

[www.hydroquebec.com](http://www.hydroquebec.com)

English – Residential- Safety advice 1-888-385-7252

**Corporation des maîtres électriciens du Québec**

[www.cmeq.com](http://www.cmeq.com)

(in French only) – Protection du public – Comment choisir un entrepreneur électricien

1-800-361-9061 | 514-738-2184

## Cleaning the home and yard

I want to protect my health and my security when cleaning my home

- Avoid carbon monoxide poisoning (a colourless, odourless gas that can kill)
- Prevent the risk of infection from dirty water, microbes, or particles on the ground
- Avoid risks related to stored chemicals
- Avoid dangers related to cutting down trees
- Avoid injury:
- Properly care for any injuries incurred during clean-up work:

**Commission des normes, de l'équité, de la santé et de la sécurité du travail**

[www.cnesst.gouv.qc.ca](http://www.cnesst.gouv.qc.ca)

1-844-838-0808

## Mould

If you are concerned with mould in your home, please contact:

**Ministère de la Santé et des Services sociaux**

[www.quebec.ca](http://www.quebec.ca)

English – Homes and housing – Healthy living environment - Finding and Eliminating Mould from your Home

For small, easily washed surfaces less than 1 square metre, remove mould with a home cleaning product that does not contain chlorine bleach, following the manufacturer's directions. Be sure to dry the surface well afterwards.

For large-scale cleaning (especially surfaces that are over 1 square metre, numerous, or difficult to clean), or if mould returns after you clean, call in a cleaning firm specializing in post-disaster cleaning that is registered with the Régie du bâtiment du Québec.

If you have questions about your state of health or that of members of your household, call Info-Santé at 811 or consult a health care professional.

## Material matter

For disposal of a dead animal, residual matter (rubbish, garbage) or Dangerous residual matter, please contact

**Gestion des matières résiduelles | Citoyens, entreprises et municipalités**

**Ministère de l'Environnement et de la Lutte contre les changements climatiques**

[www.environnement.gouv.qc.ca](http://www.environnement.gouv.qc.ca)

(in french only) Matières résiduelles

**Recyc-Québec**

1 800 561-1616

[www.recyc-quebec.gouv.qc.ca](http://www.recyc-quebec.gouv.qc.ca)

(in french only) Trouver un point de récupération pour vos matières

## Home longevity

For information on before having any remedial, repair, Renovation or rebuilding work done, for questions about siding, exterior walls and ceilings or if you have any concerns about what do to with materials that have not been water-soaked, please contact

To learn more on home longevity, please contact

**Société d'habitation du Québec**

[www.shq.gouv.qc.ca](http://www.shq.gouv.qc.ca)

(in French only) – En vedette – En cas d'inondation 1-800-463-4315

**Régie du bâtiment du Québec**

[www.rbg.gouv.qc.ca](http://www.rbg.gouv.qc.ca)

(in French only) – Nos grands dossiers – Inondations: conseils de sécurité 1-800-361-0761

## Plumbing

For plumbing concerns, contact

Régie du bâtiment du Québec

[www.rbq.gouv.qc.ca](http://www.rbq.gouv.qc.ca)

(in French only) – Plomberie

1-800-361-0761

## Service providers

Contact the service providers you do business with to inform them you have to evacuate your home and, when coming back home, to request that they re-establish your services in accordance with applicable standards (cable company, gas company, home maintenance, etc.).

## Septic system

For questions concerning your septic system, you may contact

Ministère de l'Environnement et de la Lutte contre les changements

climatiques [www.environnement.gouv.qc.ca](http://www.environnement.gouv.qc.ca)

(In French only) – Matières résiduelles

1-800-561-1616

## Road vehicle

For questions regarding road vehicles that may have been affected by the flood

Société de l'assurance automobile du Québec

[www.saaq.gouv.qc.ca](http://www.saaq.gouv.qc.ca)

English – Road Safety – Flood-damaged road vehicles

1-800-361-7620

## I want to know if I am protected while doing volunteer work in connection with a flood

Section 12 of the *Act respecting industrial accidents and occupational diseases* provides that during an event covered by the Civil Protection Act or during a state of emergency a person who voluntarily assists the personnel deployed to the location may be covered by the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST) in the same way as paid workers.

For this purpose, the responsible authority (for example, a government department, an agency, regional municipal county (MRC) or a municipality), depending on the situation, **must expressly accept the volunteer's offer of service**. If so, the volunteer is deemed to be covered. Such acceptance may be, for example, in the form of a list of persons present that is kept and updated at the beginning of every work shift.

In return for such insurance coverage, the responsible authority or the local authority will have to pay a premium at the end of the year, which will be determined on the basis of the number of volunteer hours worked and the minimum wage in effect.

Moreover, a volunteer worker who sustains an occupational disease is entitled to a salary replacement indemnity if, because thereof, he or she is unable to do the paid work that is his or her usual occupation:

- If the volunteer worker has paid employment, the salary replacement indemnity is determined according to his or her employment contract.
- If the volunteer does not have paid employment when the occupational disease is sustained, he or she is entitled to the salary replacement indemnity usually determined in accordance with the minimum wage in effect.

Commission des normes, de l'équité, de la santé et de la sécurité du travail

[www.cnesst.gouv.qc.ca](http://www.cnesst.gouv.qc.ca)

(in French only) – Accès rapide – Travailleurs bénévoles

1-844-838-0808