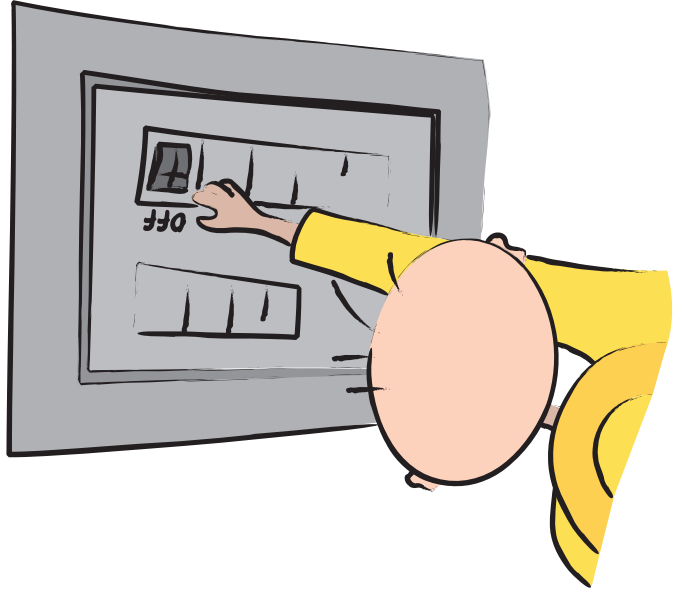


Though governments at every level work to reduce the risk of floods, the first line of defense always rests with the individual. Everyone has a responsibility to protect their homes and families. By planning ahead and taking sensible precautions, you can do your part to minimize flood damage.

Be prepared

- If there is danger of flooding, shut off all power in your home and move furniture, electrical appliances and valuables above ground level.
- If water is entering from the windows or window wells contact a repairman as soon as possible.
- Closely monitor weather forecasts.
- Prepare an emergency survival kit that includes food, water, medical supplies, a flash light and a battery powered radio (for a full list of recommended items visit www.newmarket.ca).



Emergency contacts

In Case of Emergency



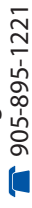
9-1-1

Central York Fire Services (non-emergency)



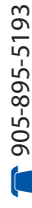
905-895-9222

York Regional Police (non-emergency)



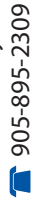
905-895-1221

Town of Newmarket Public Works Department



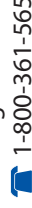
905-895-5193

Newmarket Hydro



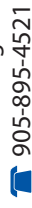
905-895-2309

York Region Health Connections



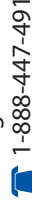
1-800-361-5653

Southlake Regional Health Centre



905-895-4521

Enbridge Gas

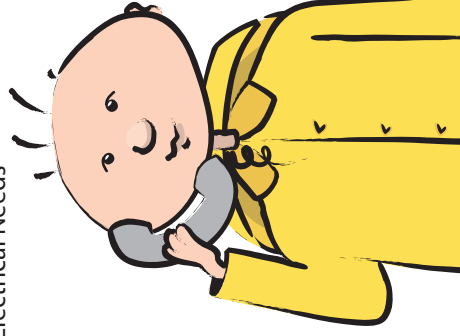
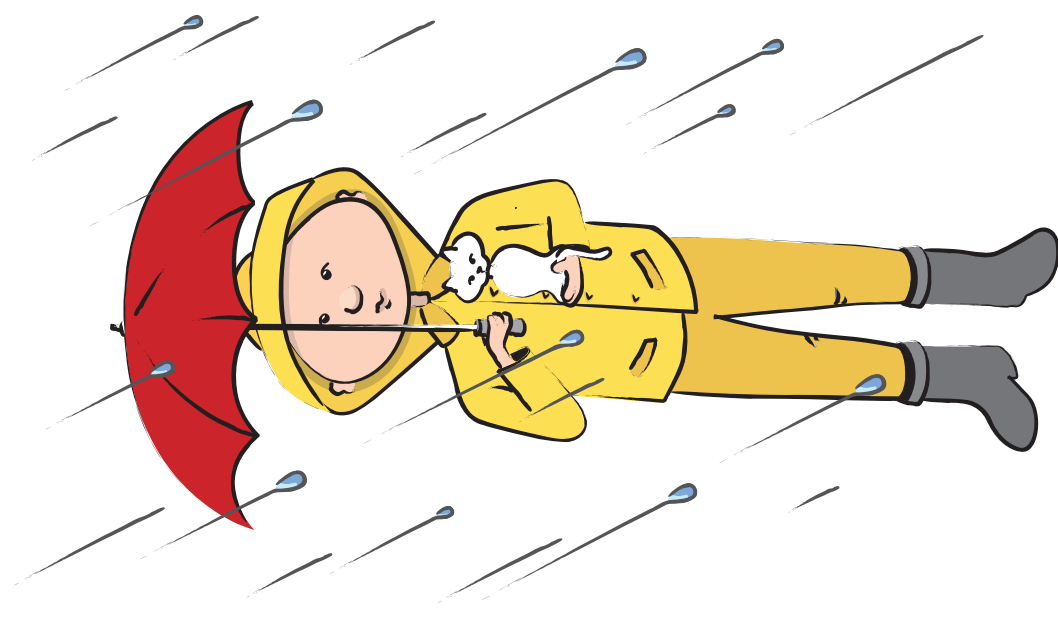


1-888-447-4911

Cleaning & Restoration / Electrical Needs



see yellow pages



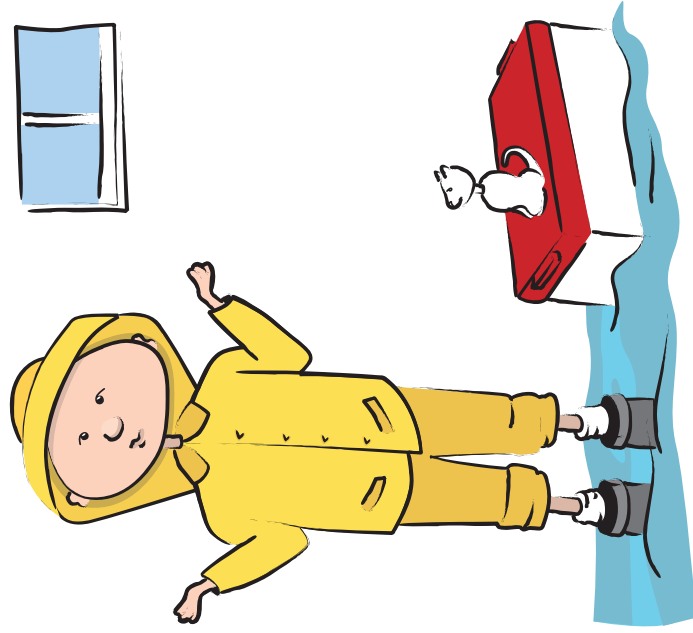
*Well beyond
the ordinary.*

Town of Newmarket
395 Mullock Drive
Newmarket, ON L3Y 4X7
Web: www.newmarket.ca
Email: info@newmarket.ca
Tel: 905-895-5193

For information on emergency preparedness
and to view the Town of Newmarket emergency
plan visit www.newmarket.ca

Steps to take when your house has been flooded

- 1. Contact insurance provider** - Call your insurance provider as soon as possible to inform them of the damages and verify your coverage. Don't forget to take photos of any damaged items.
- 2. Contact a cleanup provider** - If you have water in your home and/or water damaged items contact a professional.
- 3. Contact York Region Health Connection** - If you have health related questions regarding mould and bacteria contact York Region Health Connections at 1-800-361-5653.
- 4. Contact an electrician** - If water has interfered with your electrical outlets or if you have any electrical related questions contact a licensed electrician.
- 5. Contact Enbridge Gas** - If there is any water in the vicinity of your rental hot water tank or gas furnace contact Enbridge Gas and have them inspect your hot water tank and gas furnace.



When to contact the Town?

If there is water coming from a floor drain or basement bath or shower drain you should contact the Town of Newmarket at 905-895-5193 as soon as possible. The Town should also be contacted if you suspect that water is coming from a broken water main or service.

The Town of Newmarket can assist you in draining water from your home. If you contact the Town of Newmarket in a flood situation please be patient. There are approximately 24,000 homes in Newmarket. The public works department will respond to your call when available to offer assistance and advice.

Tips/precautions for specific items

Furs: Blot gently with towels to remove excess water. Air-dry or freeze.

Textiles: Rinse until the water runs clear. Air-dry, or bag and freeze.

Upholstered furniture: Remove cushions and dry separately. Do not remove upholstery. Raise furniture on blocks and place fans underneath.

Wooden furniture: Remove drawers and open doors. Do not dry quickly or splitting may occur.

Books: Do not squeeze. Fan open and air-dry, using fans, or freeze.

Framed items: Un-frame and air-dry.

Glossy paper: Do not let dry, or pages will stick together. Freeze immediately.

Paintings: Do not remove canvas paintings from their stretchers. Do not freeze.

Contemporary photographs, negatives and slides: Remove from mounts or plastic sleeves and air-dry. If stuck together do not force apart.

Cleanup and safety tips

Freezing

Freezing can temporarily halt further damage to books, paper documents, furs and textiles. Place items in individual plastic bags or separate with wax paper to keep them from sticking together when frozen.

Mould

Mould is a health hazard; if mould is present, wear a face mask and disposable gloves. To minimize mould growth, move items to a cool, dry area within 48 hours and set up fans.

Air-drying

Most items can be air-dried. Move them to a cool, dry location and set up fans. If drying outdoors, keep items out of direct sunlight.

