



CHECKLIST AND RESOURCE GUIDE

Checklist	✓	Resources
Verify that your home is safe to return to.		Contact your municipality/borough- See the list on page 2.
Review <a href="#">Santé Montréal's</a> official health and safety guidelines.		See guidelines below.
Connect with local psychosocial services that are in place to help if you are feeling distressed and would like to speak with a professional.		See psychosocial services page 2.
Register with Red Cross to see what aid you qualify for.		Call 1-800-363-6582 <a href="#">Red Cross</a>
Safely dispose of contaminated items.		Contact your municipality/borough or verify their website- See the list on page 2.
Contact your private insurance company to file a claim and verify what you are eligible for.		Verify contact numbers on your private policy.
Contact the Insurance Bureau of Canada for questions about insurance policies.		Call: 514-288-4321 <a href="#">Contact the Insurance Bureau of Canada</a>
Register a claim with the Government of Quebec for costs incurred for flood prevention, evacuation, flood damage and clean-up.		Call: 1-888-643-AIDE (2433) <a href="#">Public Security</a>
Access information regarding the claim you would like to file.		Claim guide link: <a href="http://www.securitepublique.gouv.qc.ca/en/civil-protection/financial-disaster-victims.html">http://www.securitepublique.gouv.qc.ca/en/civil-protection/financial-disaster-victims.html</a> See "Government of Qc financial claims" section on the back"
Access a copy of the claim form required to make the above claim..		Claim form link: <a href="http://www.securitepublique.gouv.qc.ca/en/civil-protection/financial-disaster-victims.html">http://www.securitepublique.gouv.qc.ca/en/civil-protection/financial-disaster-victims.html</a>
If you have trouble filing your claim, contact your local Member of National Assembly's office.		Contact your MNA See the list on page 2.
File a claim with Service Canada for EI benefits if you were unable to work or return to work as a result of the flooding.		Call: 1 800 O-Canada (1-800-622-6232) <a href="#">Service Canada</a> see "Service Canada" on page 2
Verify your rights as an employee or employer at the CNESST.		<a href="#">CNESST</a> 1 844 838-0808
Contact local resources to access food.		<a href="#">West Island Assistance Fund</a> : (514) 683-0456 <a href="#">West Island Mission</a> : 514-683-0456 <a href="#">On Rock Community Services</a> : 514-696-1905
Contact resources to access low cost clothing and/or Furniture.		<a href="#">Thrift Shops for NOVA</a> : 514-694-8417 <a href="#">West Island Assistance Fund</a> : (514) 683-0456
Contact local volunteer resources to receive assistance or to verify what assistance is needed.		<a href="#">Volunteer West Island</a> : (514) 457-5445 or your municipality/ borough (See complete list on page 2).
Access legal resources if you need legal information.		<b>Quebec Legal Info-Line</b> 1-800-668-2473 See list of other legal resources on page 2.

<p><b>Review <a href="#">Santé Montréal's</a> Official Health and Safety Guidelines</b></p> <p><b>If you return home after a flood:</b></p> <ul style="list-style-type: none"> <li>•Avoid carbon monoxide poisoning</li> <li>•Find out if your water is drinkable</li> <li>•Disinfect and test your private well</li> <li>•Protect yourself against tetanus</li> <li>•Clean your home</li> <li>•Clean your yard</li> <li>•Protect yourself against infections during cleaning work</li> <li>•Eliminate mould</li> <li>•Observe the following before eating fruits and vegetables from your garden</li> <li>•Observe the following when disposing of a dead animals</li> </ul>	<p><b>Cleaning Your Home After a Flood:</b></p> <p>After returning home, if there is visible or possible mould (greenish or blackish stains, smell of mould) or contamination from chemical products such as heating oil, hire a decontamination specialist.</p> <p><b>Protective Precautions:</b></p> <ul style="list-style-type: none"> <li>• Flood waters can contain bacteria, microorganisms or chemicals. It is important to avoid contact with contaminated water, which can cause health problems such as skin infections and gastroenteritis.</li> <li>• When cleaning rooms or objects in your home that have been in contact with flood waters, it is recommended to wear rubber boots, protective glasses and an N95 mask.</li> <li>• N95 masks are sold in hardware stores and pharmacies. Continued on page 2</li> </ul>
<p><b>Cleaning Up Outdoors: Recommendations for workers, residents and volunteers cleaning up</b></p>	<ul style="list-style-type: none"> <li>•Many adults are not up to date on their tetanus shots.</li> <li>•Adults need a booster shot every 10 years after getting their</li> </ul>

The West Island Community Resource Centre: A non-profit organisation open weekdays 9am-4pm  
514-694-6404 114 Donegani Pointe- Claire  
[www.crcinfo.ca](http://www.crcinfo.ca)- info@crcinfo.ca- <https://www.facebook.com/WICRC/>

The CRC Mobile program helps connect seniors to resources in the West Island in the comfort of their own home. Make an appointment today.



<p><b>after a flood</b></p> <p><b>Prevention Measures and Personal Protective Equipment:</b></p> <ul style="list-style-type: none"> <li>•Wash hands frequently.</li> <li>•Wear clothes that cover the arms and legs, safety boots and rubber work gloves.</li> <li>•Keep contaminated water and objects away from skin, eyes and mouth.</li> <li>•Wear safety glasses or a visor and a protective mask when there is a risk of splashing.</li> <li>•Make sure you are away from the work zone when you drink, eat and put on or take off contact lenses.</li> </ul> <p><b>Tetanus Vaccination</b></p> <ul style="list-style-type: none"> <li>•Tetanus is a serious infection. It can develop when a wound comes in contact with contaminated water or objects</li> </ul>	<p>first vaccine (3 doses during childhood).</p> <p><b>Additional Precautions</b></p> <ul style="list-style-type: none"> <li>•Avoid contact with dead animals or fish; use a shovel to move them</li> <li>•Don't try to move containers of unidentified chemical products or damaged propane tanks.</li> <li>•Don't go near wild animals.</li> </ul> <p><b>In Case of Injury</b></p> <ul style="list-style-type: none"> <li>•Immediately clean all wounds, even minor ones, with soap and clean water.</li> <li>•Cover wounds with airtight bandages.</li> <li>•Consult a health professional even if you've had a tetanus shot. Other preventive treatments or vaccines may be recommended.</li> </ul> <p><a href="https://www.santemontreal.qc.ca/en/public/inondations-printanieres-2017/">https://www.santemontreal.qc.ca/en/public/inondations-printanieres-2017/</a></p>
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<p style="text-align: center;"><b>Service Canada Claims:</b></p> <p>If you have lost your job due to your workplace being affected by flooding, you are encouraged to apply for <a href="#">Employment Insurance (EI) benefits online</a> or in person as soon as possible, even without a Record of Employment.</p> <p>You will need to provide:</p> <ul style="list-style-type: none"> <li>• You will need your Social Insurance Number (SIN) to apply for EI benefits</li> <li>• a mailing address where you can receive mail (friend, family, temporary shelter, etc.).</li> <li>• a residential address (even if you are temporarily living somewhere else due to the flooding).</li> <li>• In your application, you will be asked: Were you given a reference code to submit with this application? Answer YES and enter the reference code that applies to you: Affected Quebec workers: <b>2371011233207910</b></li> </ul> <p>For more information: Click here: <a href="#">Service Canada</a></p>	<p style="text-align: center;"><b>Government of Quebec Financial Claims:</b></p> <p>General financial assistance program regarding actual or imminent disasters</p> <p>You may make a claim for the following reasons:</p> <ul style="list-style-type: none"> <li>• excess costs for temporary housing, supplies or clothing</li> <li>• temporary preventive measures</li> <li>• moving or storage costs</li> <li>• damage to essential movable property</li> <li>• damage to principal residence and essential access road</li> </ul> <p><b>Possible recourse:</b></p> <p>Any applicant concerned by a decision regarding eligibility to the program, the amount of assistance granted, or any claim for overpayment may, within two months of the date on which the person is notified of the decision, apply in writing for a review. An extension will be granted only if the individual demonstrate that it was impossible for him to meet said delay. The application for a review must be made to DRÉ (Direction du rétablissement)</p> <p><b>Complaints:</b></p> <p>Anyone can file a complaint or comment on the quality of service they have received from DRÉ by contacting the citizens relations manager : By phone : 1-866-644-6826</p>
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<p style="text-align: center;"><b>Legal Resources</b></p> <p><b>Legal Clinics</b></p> <ul style="list-style-type: none"> <li>• <a href="#">West Island Community Resource Centre (CRC)</a> 514-694-6404</li> <li>• <a href="#">West Island Black Community Association</a> 514-683-3925</li> <li>• <a href="#">Centre de justice de proximité du Grand Montréal</a>: 514-227-3782</li> <li>• <a href="#">McGill University Legal Information</a>:514-398-6792</li> </ul> <p>Other legal resources</p> <p><a href="#">Bar of Quebec</a> 514 954-3411</p> <p><a href="#">Legal information for flooding</a> (available in French)</p> <p><a href="#">Legal Aid Office</a> 514-864-9437</p> <p><a href="#">Juripop</a> 450-845-1637 poste 248</p> <p><a href="#">ProBono Quebec</a> 514 904-1076</p> <p>Educaloi (online information only) - <a href="https://www.educaloi.qc.ca/en">https://www.educaloi.qc.ca/en</a></p>	<p style="text-align: center;"><b>Municipalities and Boroughs</b></p> <p><a href="#">Pointe-Claire</a> : 514-630-1300</p> <p><a href="#">Dorval</a> 514 633-4040</p> <p><a href="#">Beaconsfield</a> : 514 428-4400</p> <p><a href="#">Baie-D'Urfé</a> : 514 457-5324</p> <p><a href="#">Senneville</a>: 514 457-6020</p> <p><a href="#">Kirkland</a> (514) 694-4100</p> <p><a href="#">Dollard-Des-Ormeaux</a> 514-684-1010</p> <p><a href="#">Pierrefonds-Roxboro</a>: 311</p> <p><a href="#">Île-Bizard-Sainte-Geneviève</a>: 311</p> <p><a href="#">Sainte-Anne-de-Bellevue</a>514-457-1001</p>
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<p style="text-align: center;"><b>Members of National Assembly</b></p> <table style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p><b>Jacques Cartier</b> Geoffrey Kelley Telephone : 514-697-7663</p> <p><b>Nelligan</b> Martin Coiteux Téléphone : 514-695-2440</p> </td> <td style="width: 50%; vertical-align: top;"> <p><b>Robert Baldwin</b> Carlos Leitao Telephone : 514 684-9000</p> <p><b>Marquette</b> Francois Ouimet 514-634-9720</p> </td> </tr> </table>	<p><b>Jacques Cartier</b> Geoffrey Kelley Telephone : 514-697-7663</p> <p><b>Nelligan</b> Martin Coiteux Téléphone : 514-695-2440</p>	<p><b>Robert Baldwin</b> Carlos Leitao Telephone : 514 684-9000</p> <p><b>Marquette</b> Francois Ouimet 514-634-9720</p>	<p style="text-align: center;"><b>Aide Psychosociale:</b></p> <p>Info- Santé: 811</p> <p><a href="#">West Island Crisis Centre</a> : 514-684-6160</p> <p>Accueil psychosocial :</p> <p><a href="#">CLSC de Pierrefonds</a>: 514 626-2572, poste 3956</p> <p><a href="#">CLSC du Lac-Saint-Louis</a> : 514 697-4110, poste 1559</p> <p><a href="#">CLSC de Dorval-Lachine</a>: 514 639-0660</p> <p><a href="#">Family Life Center</a> : 514-630-7794 (leave a message, services in English only)</p> <p>***Please consult the CRC's website <a href="http://www.crcinfo.ca">www.crcinfo.ca</a> for additional mental health resources</p>
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