



VILLAGE OF
SENNEVILLE

FLOODS

**WHAT TO DO
BEFORE,
DURING &
AFTER**

BOOKLET TO BE SAVED



By planning ahead and taking practical steps to prepare, you can do your part to mitigate the impact of floods. This booklet focuses on the three basic steps to follow to prepare against floods:

- 1** What to do before, during and after a flood.
- 2** Prepare an emergency plan for your family so that everyone knows what to do and where to go, if you must leave the house.
- 3** Have an emergency kit for you and your family so that you may be self-sufficient for at least 72 hours during a flood.

Preparing for a flood will also prepare you for many other types of emergencies. After reading this booklet, keep it in an easily accessible place, for example in your emergency kit.

FAVORABLE CONDITIONS FOR FLOODING:

Floods caused by heavy rainfall, snowmelt or overflowing streams are some of the most likely hazards in the Village of Senneville.

THE ROLE OF THE MUNICIPALITY

The municipality intends to sensitize the population to be better prepared in case of disaster. The municipality commits itself to communicate effectively to all the population the risks present on its territory, the appropriate measures in order to react adequately to the exceptional situations which can arise, and to support it, if applicable, during the intervention and during the recovery period.

PREVENTIVE MEASURES

The municipality closely monitors areas at risk at all times. The General Manager, Technical Services and Public Works, Communications and the emergency coordination center of the Montreal agglomeration all work together.

In the field, various interventions are put in place: checking and recording of water levels, installation of auxiliary pumps (if required), cleaning of the water networks, observation rounds, road protection, etc.

During a flood, water levels may rise sharply. Do not wait until the water level has reached a critical height before reacting.

AREAS AT RISK

The flood zone

**FOLLOW
THE LEVEL
OF THE
WATERCOURSES**

CMM.QC.CA
"inondations"

WHERE TO FIND INFORMATION?

Whether for a flood or any other disaster:

WWW.VILLAGESENNEVILLE.QC.CA

In case of disaster:

From the home page, you can get information in the **QUICK ACCESS** section

> **If the emergency measures are triggered:**

A warning banner will notify users on the home page.

> **If there are no emergency measures triggered:**

For information, contacts and useful tips, consult the floods section accessible via the **Resident Services menu > Emergency Services and Public Safety**.

WHAT TO DO BEFORE A FLOOD?

- > Determine if you are in a risk zone. (CMM.QC.CA)
- > Be attentive to weather forecasts.
- > Establish a location where you could take refuge if needed.
- > Make sure your battery-operated radio is functional.
- > Have available food supplies, drinking water and medical supplies (72 HOURS EMERGENCY KIT).
- > Move your furniture and personal belongings to the upper floor.
- > Check that the submersible pump is working properly.
- > Remove any object that may float from the basement.
- > Relocate pollutants (such as insecticides, herbicides, etc.) in a safe place. These products, if mixed with water, can contaminate your home and are dangerous to your health.
- > If there is an imminent risk of flooding, turn off the gas (if applicable) and shut off the power supply to your home completely.
- > If you have a washroom in the basement, remove the toilet bowl and plug the sewer pipe.
- > Protect your home with sand bags.



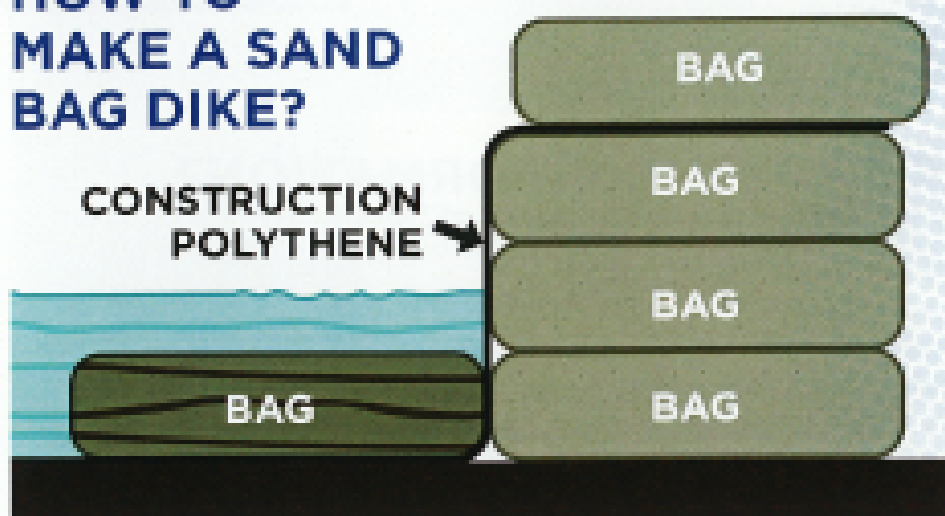
PROTECT YOUR PROPERTY WITH SAND BAGS

Homeowners are required to obtain the necessary equipment to protect their property.

SAND BAG DISTRIBUTION

In ALERT mode, the sand bag distribution will be done in order of priority according to the risk level. As a last resort, the municipality will have a limited quantity of sand bags available.

HOW TO MAKE A SAND BAG DIKE?



The *Ministère du Développement durable, de l'Environnement, de la Faune et des Parcs* recommends the following:

- Ensure that sand bags are used in a manner that does not result in the emission, deposit or release of contaminants into the environment, assuring the quality of the environment.
- Ensure that sand bags will be in place temporarily, therefore they will need to be removed immediately after the floodwaters withdrawal.

PUMPS AND GENERATORS WARNING

When emptying your basement, be extremely careful when operating your pumps and generators, in order to avoid suffocation, electrocution or ignition of a fire.

The use of (gasoline) pumps can be a source of **carbon monoxide poisoning** which can cause various effects ranging from headaches to coma and death. Be advised that asphyxiating gases are odorless, colorless and painless. These appliances must be placed outdoors and ensure that the wind does not push the exhaust into the house.

If you or anyone around you feels any discomfort, stop the operation of your pump, call 911 or see a doctor immediately.

IN CASE OF EMERGENCY, FIREFIGHTERS, POLICE OFFICERS AND PUBLIC SECURITY AGENTS WILL PATROL THE STREETS OF THE AFFECTED SECTORS 24/24.

IF YOU HAVE TO EVACUATE

- ▶ Inform the municipal authorities where you will stay temporarily and where you can be reached, by contacting Town Hall at 514 457-6020.
- ▶ Make arrangements for pets.
- ▶ Bring the items from your emergency kit, personal toiletries and if applicable, essential medication and baby items.
- ▶ Electricity: if the electrical panel is in the basement and the water begins to cover the floor, **do not take any risks**, DIAL 911 Hydro-Québec will interrupt the service on the meter or the post.
- ▶ Precautions must be taken to protect your heating appliances. It is recommended to contact the supplier who will provide you with information.

ARRANGEMENTS FOR THE SEPTIC TANK

Are there health risks if a flood prevents the operation of my septic tank?

Sewage from septic tanks does not usually flow back into homes during a flood. A septic tank can become saturated. If a flood has caused backflow or flooding into your septic tank, this could prevent the pit from working. If such a situation occurs:

- ▶ Try to reduce the amount of debris entering the septic tank and plumbing fixtures (e.g. do not pour mud left by flushing in the washroom or sink).
- ▶ Avoid using plumbing installations if the septic tank or septic field is still submerged.
- ▶ Do not use plumbing installations if there is a return to the house.
- ▶ Avoid coming in contact with wastewater from a septic tank that is out of order, as raw sewage can cause disease.
- ▶ Avoid contact with the electrical components of the wastewater treatment systems.

TO STAY INFORMED

CANADA ENVIRONMENT
URGENCE@QUEBEC.GOUV.QC.CA
VILLAGESENNEVILLE.QC.CA

AFTER A FLOOD

After a flood, it is important to restore your home to protect your health and prevent further damage to your home and its contents.

- > Use caution before returning home. Consult an electrician before reconnecting power and beware of electric shock.
- > When water accumulates more than 5 cm (2 in.), wear rubber boots.
- > Do not allow extension cords to come into contact with water.

In flooded sectors, immediately turn off the power at the electrical panel if you have not already done so.

- > If the floor near the electrical panel is **wet or damp, call a master electrician.**
- > Consult a specialist before restarting the heaters.
- > Make sure of the structural safety of your home. Pay attention to any warping of walls or floors.
- > If you have a well, have the water analyzed by a private laboratory.
- > All foods that have come into contact with water (or if electricity has been cut off for more than 24 hours) must be discarded. Only cans, if they do not show any damage or swelling, can be preserved. **However, do not take risks with suspicious foods. If in doubt, it is better to destroy them. The same recommendations apply to drugs and personal toiletries.**



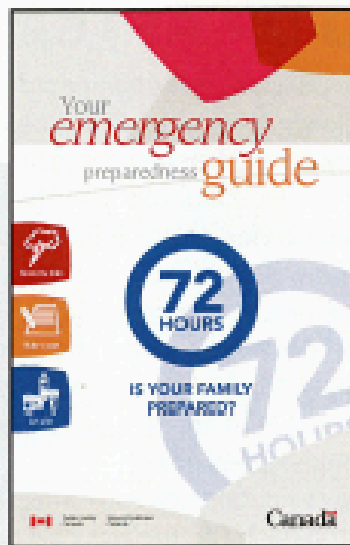
CLEANING UP AFTER A FLOOD

- > Do not live in a house where there has been stagnant water.
- > Evacuate the water slowly, in stages, about one third of the volume per day.
- > Do not heat your home above 4 degrees Celsius until all water is removed.
- > As soon as the heating is working, ventilate the rooms by opening doors and windows. This will make drying easier while **eliminating odors**.
- > Wear rubber gloves.
- > Take out anything that can be soaked in water. Clean and disinfect each flooded room after shoveling if necessary, waste and mud.
- > Clean with bleach (never mix bleach with ammonia) and wipe all surfaces and structures, making sure to create a good draft to vent vapors. Rinse. (Info: www.santemontreal.qc.ca)
- > Wipe surfaces that have not been directly affected by the flood with a solution consisting of one-part bleach / four-parts cold water and a small amount of dishwashing liquid without ammonia. Rinse.
- > Rugs and carpets must be dried within two days. **Rugs and carpets that have been soiled with sewage should be discarded without delay.**
- > **Dispose mattresses, box springs, pillows, fabric items, upholstered furniture** that has been soaked. These items cannot be thoroughly cleaned or dried quickly. Dry cleaning will only clean the surface and the interior will remain contaminated.



NEED HELP TO PREPARE?

www.getprepared.gc.ca
(72-hour guide and video)



TO KNOW MORE

- > Instructions to follow before reconnecting safely:
www.hydroquebec.com/securite/innondation_securite.html
- > Procedures to disinfect a well:
www.mddep.gouv.qc.ca/eau/potable/depliant/#desinfection
- > Food preservation:
www.mapaq.gouv.qc.ca > Consommation des aliments tab then, in the left menu, **Pannes d'électricité**
- > House and molds disinfection:
www.santemontreal.qc.ca
Public tab then, in the menu, **Health A-Z (molds)**

BEFORE YOU REINTEGRATE YOUR HOME, MAKE SURE THAT:

- Water can be safely consumed:
 - 514 457-6020
 - Artesian well: the owner has the responsibility to have the water analyzed by a private laboratory.
- Electricity can be restored safely.
- Sanitary facilities work well.
- All flooded rooms have been cleaned and disinfected.

It is also recommended to clean the ground near your home and spray with authorized insecticides.

IN ANTICIPATION OF YOUR CLAIM

- First, contact your insurance broker to validate the damage coverage.
- Take overview pictures of the damage done.
- Retrace your bills of property acquired before the disaster, including maintenance or repair bills.

Note that these are suggestions from the municipal authorities.

This list is not exhaustive and other measures may be more appropriate for you.



PREPARE AN EMERGENCY KIT

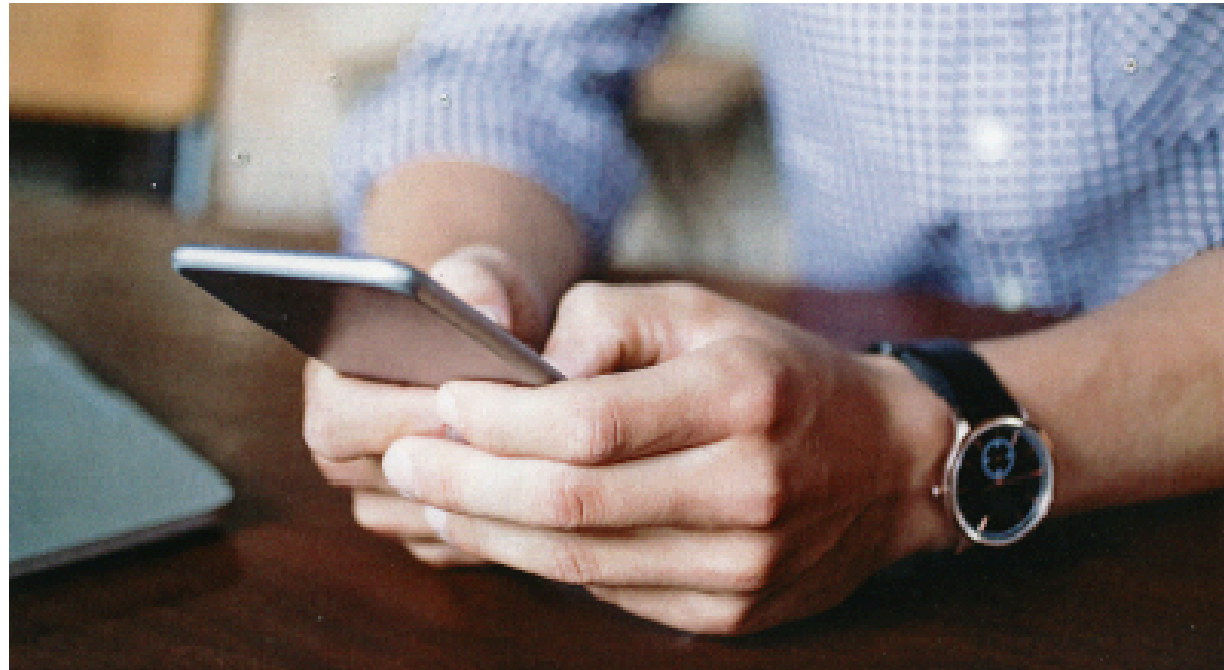
A good emergency kit should meet the needs of the family for at least 72 hours (international recommendation).

Here are some suggestions:

BASIC KIT

- Flashlight
- Battery powered portable radio (to listen to news)
- Replacement batteries (for radio and flashlight)
- First aid kit
- Candles and matches / lighter
- Cell phone and charger
- Set of keys for the car and the house
- Pocket money
- Important documents (identity documents, personal documents)
- Food and bottled water (one liter of water / person / day)
- Clothing and footwear (one piece of clothing per person)
- Blankets or sleeping bags (blanket or bag per person)
- Toilet paper and other personal hygiene items
- Drugs (keep a one-week drug reserve in your kit, with copies of your prescriptions for medications and glasses)
- Backpack (to keep and carry the emergency kit)
- Whistle (in case you need to attract attention)
- Playing cards, board games, books
- Notebook and pencils
- Phone number list
- Blanket

ALSO SEE TO THE PARTICULAR NEEDS OF ALL MEMBERS OF YOUR FAMILY AS WELL AS THOSE OF YOUR DOMESTIC ANIMALS.



USEFUL EMERGENCY NUMBERS

POLICE AND FIRE

911

PUBLIC SAFETY

514 630-1234

HYDRO-QUÉBEC, CUSTOMER SERVICE (non-emergency requests)

1 888 385-7252 option 2

HYDRO-QUÉBEC EMERGENCY

911

CLSC DU LAC ST-LOUIS (CIUSSS)

180 Cartier Avenue, Pointe-Claire, Quebec H9S 4S1

514 697-4110

HEALTH INFO

811

ENERGIZE

1 800 361-8003 (smells and gas leaks) or call 911

TOWN HALL

35 Senneville Road, Senneville, Quebec H9X 1B8

514 457-6020

VILLAGESENNEVILLE.QC.CA

This document does not constitute a municipal policy and in no way incurs the responsibility of the municipality for the damage suffered despite the respect of the proposed suggestions. Owners remain responsible for the security of the premises, but the municipality offers support, particularly in terms of security and municipal infrastructure.

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