

AFTER *THE* FIRE

GETTING BACK TO NORMAL



This booklet was assembled and created by the Boise Fire Department in cooperation with our community partner Disaster Kleenup. It is our hope that you will find it useful during your time of recovery. Boise Fire does not consider our job finished when the last of the flames are gone, but rather when you are on the way to restoring your home or business. We have included phone numbers and organizations that may be of assistance to you. We always provide our services with integrity and honor. Our actions enhance our reputation and reflect the trust and faith placed in us by those we serve. If you cannot find the help you need, please call the nonemergency line at Boise Fire for additional assistance.

Dennis Doan

Dennis Doan
Boise Fire Chief





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INCIDENT INFORMATION

THE FIRST 24 HOURS

BE CAUTIOUS ABOUT THE FOLLOWING

1. Do not enter the site unless deemed safe.
2. Do not attempt to turn on utilities yourself, the fire department will determine what is or isn't safe to turn on and off.
3. Watch for potential structural damage.
4. Food, beverages and medicine exposed to heat, smoke soot and water should not be consumed.
5. Do not go near the place of origin of the fire.
6. Soot is acidic and will start damaging surface areas of floors, fixture and appliances.

SECURING YOURSELF AND THE SITE

If applicable, contact your insurance agent or company. If you are uninsured, you can contact the Salvation Army or your local American Red Cross for immediate needs, including items listed below:



Housing



Clothing



Eyeglasses



Food



Medicine



Essential Items





LEAVING YOUR HOME

In some cases, it may be necessary to board-up openings to discourage trespassers. Save receipts for items you buy after the fire. These are important to show the insurance company what money you have spent in relation to your fire loss. Receipts also verify losses for income tax purposes.

If it is safe to do so, try to locate the following items

- Driver's licenses & Social Security cards
- Purses, wallets
- Insurance Information
- Eyeglasses, hearing aids or other medical devices
- Valuables, such as credit cards, bank books, cash, weapons, and high-end jewelry

There are many people/entities that should be notified of your relocation, including the following:

- Your insurance agent/company
- Your mortgage company
- Your family and friends
- Your employer
- Your child's school
- Your post office
- Any delivery services
- Your fire/police departments
- Your utility companies

PLAN OF ACTION

IF YOU ARE INSURED

1. Report the loss to your insurance company.
2. Ask the insurance company important questions like: what to do about the immediate problems with the dwelling including covering doors, windows, and other exposed areas, and pumping out any water.
3. Ask your agent what is required of you. As a policyholder, some companies require that you make an inventory of all your damaged personal items, detailed in relation to quantity, description, and how much you paid for each item.



IF YOU ARE NOT INSURED

Recovery of things that were lost in the fire maybe based upon any resources that you have, as well as help from the community. Many private organizations may be able to help:

- American Red Cross
- Salvation Army
- Religious organizations
- Department of Social Services
- Civic organizations
- State or municipal emergency services office
- Non-profit crisis counseling centers



VALUE PROPERTY

Your loss of goods may be difficult to measure. While personal items may have sentimental value to you, it is important to use objective measures. Some ways to measure the value of your loss objectively are as follows:

YOUR PERSONAL EVALUATION

Your loss of goods may be difficult to measure. While personal items may have sentimental value to you, it is important to use objective measures. Some ways to measure the value of your loss objectively are as follows:

Cost when purchased: This is important in order to establish an item's final value. If you have a receipt, it will help you verify that cost price.

Fair market value before the fire: This is also known as actual cash value. The price would reflect the cost of the item's original purchase, minus the wear it has sustained since its purchased date. Insurers use the word "depreciation" to describe this (defined as the amount of value an item loses over time.)

Value After the Fire: Otherwise known as the item's "salvage value."

RESTORATION SERVICES

There are companies that specialize in the restoring items damaged in fires and floods. Request an estimate of the work to be done. Before any company is hired, be sure you check any references that are available. Various services are offered for broad-up and cleanup to content cleaning and construction.



REPLACING DOCUMENTS

MONEY REPLACEMENT

Handle burned money as little as possible. Attempt to encase each individual bill in plastic wrap for preservation. If money is only half burned or less (if half or more is still intact), you can take the remainder to your regional Federal Reserve Bank for replacement. Ask your bank for the nearest one. You can also mail the burned/torn money by “registered mail, return receipt requested” to:

Department of the Treasury
Bureau of Engraving and Printing
Office of Currency Standards
P.O. Box 37048
Washington, DC 20013

Mutilated or melted coins can be taken to your regional Federal Reserve Bank or mailed by “registered mail, return receipt requested” to:

Superintendent
U.S. Mint
P.O. Box 400
Philadelphia, PA 19105

If your U.S. Savings bonds have been destroyed or mutilated, you must obtain Department of Treasury Form 1048 from your bank or www.treasurydirect.gov/forms/sav1048.pdf and mail to:

Department of Treasury
Bureau of the Public Debt
Savings Bond Operations
P.O. Box 1328
Parkersburg, WV 26106

TAX INFORMATION

Check with your accountant, tax consultant, or Internal Revenue Service about special benefits for people with limited finances after fire loss. (Go to www.irs.gov/taxtopics, and look under Topoc 515: Casualty, Disaster, and Theft Losses).



VALUABLE CERTIFICATES AND DOCUMENTS REPLACEMENT

BIRTH, DEATH & MARRIAGE CERTIFICATES

You will need to contact the vital records office in the state where you were born and/or married.

Most of the office information is available at www.usa.gov/replace-vital-documents

CITIZENSHIP PAPERS

U.S. Immigration and Naturalization Service
www.uscis.gov

DIVORCE PAPERS

You will need to obtain records from the State in which you divorced, and the Circuit Court where the divorce was issued.

ADA COUNTY DEPARTMENT OF MOTOR VEHICLES

400 N. Benjamin Ln. #102
Boise, ID 83704
208-577-3435
www.itd.idaho.gov/dmv

DEPARTMENT OF VETERANS AFFAIRS

Boise Regional Office
444 W. Fort St.
Boise, ID 83702

PASSPORTS

U.S. Passports & International Travel
<https://travel.state.gov/content/travel/en/passports.html>

IDAHO HUMANE SOCIETY

4775 W. Dorman St.
Boise, ID 83705
Shelter Main Line 208-342-3508
Veterinary Medical Center 208-342-3599
www.idahohumanesociety.org

SALVATION ARMY

1617 North 24th Street
Boise, ID 83702
208-343-5420
www.salvationarmyidaho.org

SOCIAL SECURITY ADMINISTRATION

1249 S. Vinnell Way Suite 101
Boise, ID 83709
1-855-377-9316

BOISE CITY BUILDING DIVISION

150 North Capitol Blvd
Boise, ID 83701
208-608-7070

BANK INFORMATION, CHECKING, SAVINGS, OR MORTGAGE DOCUMENTS

Contact your bank and lend institution

CREDIT CARDS, STOCK & BONDS, WARRANTIES, PRE-PAID BURIAL CONTACTS

Contact the issuing company

INSURANCE POLICIES

Contact your insurance agent or company

MEDICAL RECORDS

Contact your primary care physician

WILLS AND ESTATE PLANNING

Contact your attorney

SALVAGE TIPS

There are professional restoration companies that can help you salvage and restore your items that were damaged. These are some helpful hints in case those companies are not an option for you.

CLOTHING

If you will be laundering the clothing yourself, read the care tags carefully and wash according. Fresh air is also a great way to oxidize stubborn odors.

COOKING UTENSILS

Cooking Utensils should be washed with soapy water, rinsed and polished with a fine powdered cleaner. You can polish copper and brass with a special cloth, use salt on a piece of lemon, or use salt sprinkled on a cloth soaked in vinegar.

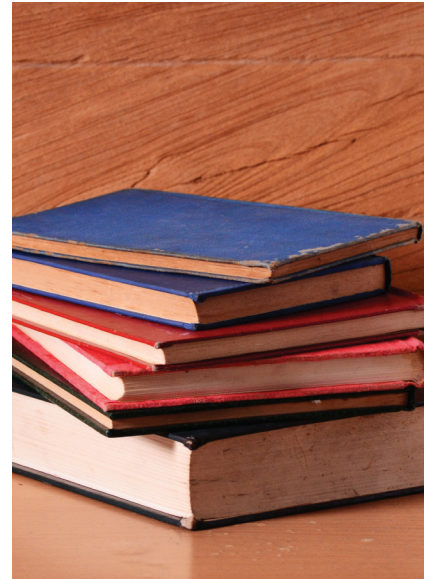
ELECTRICAL APPLIANCES

Do not use appliances which have been exposed to water or steam until you have a service representative check them for you—especially electrical appliances. If the fire department turned off your gas or power during the fire, call the appropriate utility company to restore services. **DO NOT DO IT YOURSELF.**



RUGS AND CARPETS

Rugs and carpets should be allowed to dry completely. Throw rugs can be cleaned by beating, sweeping or vacuuming, and then shampooing. Rugs should be dried as quickly as possible; lay them out flat and expose them to warm, circulated, dry air. A fan turned on the rugs may help speed drying. Even through the surface of the rug may seem dry, moisture at the base can quickly cause the rug to deteriorate. For information on cleaning and preserving carpets, call a carpet dealer or installer or a qualified carpet cleaning professional.



LEATHER AND BOOKS

Wipe Leather goods with a damp cloth, then a dry cloth. Stuff purses and shoes with newspaper to retain shape. Leave suitcases open. Leather goods should be dried away from heat and sun. When leather goods are dry, clean with saddle soap.

The best method to save wet books is to freeze them with a vacuum freezer. This special freezer will remove the moisture without damaging the pages. If there is a delay in locating such a freezer, place the books in a normal freezer until a vacuum freezer can be located. Specialty disaster restoration companies often have these vacuum freezers. Don't be afraid to call the local librarian; they can be a great resource to help.

LOCKS AND HINGES

Locks -- especially iron locks -- should be taken apart and wiped out with oil. If locks cannot be removed, spray machine oil through a bolt opening or keyhole, and work the knob to distribute the oil. Hinges also should be cleaned and oiled.

FOOD

Wash your canned goods and food in jars in detergent and water. If the labels come off, mark the can or jar with a grease pencil. Make sure not to use canned goods that have bulged or rusted. Do not refreeze frozen food that has been thawed, also be aware of expiration dates. There may be odor in your refrigerator or freezer. To remove it, wash the inside with a solution of baking soda and water, or use one cup of vinegar or household ammonia to one-gallon water. Baking soda in an open container or a piece of charcoal also can be placed in the refrigerator or freezer to help absorb odor.

WALLS, FLOORS, AND FURNITURE

To remove soot and smoke from walls, floors, and furniture, use a mild soap or detergent, or mix together the following solution:

- 4-6 Tablespoons pf Tri-Sodium Phosphate (TSP)
- 1 cup of household cleaner or chlorine bleach
- 1-gallon warm water

Wear rubber gloves when cleaning with this solution. Be sure to rinse your walls and furniture with clear warm water and dry thoroughly after washing them with this solution. Wash a small area at one time, working from the floor up. Then rinse the wall and clean water immediately. **DO NOT REPAINT UNTIL WALLS AND CEILINGS ARE COMPLETELY DRY.**



IMPORTANT CONTACTS

AMERICAN RED CROSS

Greater Idaho Chapter Headquarters
538 West Franklin Road
Boise, ID 83709
800-853-2570 or 208-947-4357
www.redcrossidaho.org

BOISE POLICE DEPARTMENT

333 N. Mark Stall Place
Boise, ID 83704
208-570-6000
www.cityofboise.org/departments/police

INTERNAL REVENUE SERVICE

550 West Fort St.
Boise, ID 83724
208-387-2847
www.irs.gov

BOISE FIRE DEPARTMENT

333 N. Mark Stall Place
Boise, ID 83704
208-570-6500
Fax: 208-570-6586
www.cityofboise.org

IDAHO POWER

1221 W. Idaho St.
Boise, ID 83702
Trouble Reporting: 208-388-2323
www.idahopower.com

U.S. MINT

Superintendent
P.O. Box 400
Philadelphia, PA 19105
1-800-USA-MINT

INTERMOUNTAIN GAS COMPANY

555 South Cole Road
Boise, ID 83709
208-377-6840
24-Hour Emergency: 877-777-7442
www.intgas.com

SUEZ WATER

8248 W. Victory Road
Boise, ID 83709
208-362-7303
Emergency Phone: 208-362-1300
www.mysuezwater.com

INCIDENT INFORMATION

NAME & TIME OF THE INCIDENT:

FIRE DEPARTMENT INCIDENT No.:

POLICE DEPARTMENT INCIDENT No.:

INVESTIGATOR NAME:

This brochure is provided as a community partnership among
the Boise Fire Department and Disaster Cleanup



NUMBERS AND NOTES

EMERGENCY AND NON-EMERGENCY NUMBERS

Please fill this area in with your local phone numbers and keep copies at locations other than you home.

Emergency _____

Insurance Company _____

Medical Policy No. _____

Home Policy No. _____

Auto Policy No. _____



Notes:



AFTER THE FIRE CHECKLIST

- If you are uninsured, contact your local disaster relief service, such as the American Red Cross, if you need temporary housing, food, and medicines.
- If you are insured, contact your insurance company for detailed instructions on protecting the property, conducting inventory and contacting fire damage restoration companies.
- Check with the fire department to make sure your residence is safe to enter. Be watchful of any structural damage caused by the fire.
- The fire department will see that utilities are either safe to use or are disconnected before they leave the site. Do not attempt to reconnect utilities yourself, under any circumstances.
- Conduct an inventory of damaged property and items. Do not throw away any damaged goods until after an inventory is made.
- Try to locate valuable documents and records. Refer to information on contacts and the replacements process inside this brochure.
- If you leave your home, contact the local police department to let them know the site will be unoccupied.
- Begin saving receipts for any money you spend related to fire loss. The receipts may be needed later by the insurance company and for verifying losses claimed on income tax.
- If applicable, notify your mortgage company on the fire.
- Check with your accountant or the Internal Revenue Service about special benefits for people recovering from fire loss.



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