

WHAT DO I DO NOW?

TAKE CARE OF YOURSELF & FAMILY

Contact your local disaster relief service, such as the American Red Cross or the Salvation Army. They will help you find a place to stay and to find food, clothing and medicine. Make sure that you have a safe place to live temporarily. You have a big job ahead of you. Get plenty of rest, and ask for help. Do not try to do it all alone.

Do not eat, drink or breathe in anything that has been near the flames, smoke, soot, or water used to put the fire out.

HELP YOUR PETS

If you have pets, find and comfort them. Scared animals often react by biting or scratching. Handle them carefully, calmly and gently. Try to leave pets with a family member, friend or veterinarian if you are visiting or cleaning your damaged home. Keep your pets out of the house until the cleanup is complete to keep them safe.

SECURITY & SAFETY

Do not enter a damaged home or apartment unless the fire department says it is safe. Fires can start again, even if they appear to be out. Watch for damage caused by the fire. Roofs and floors may be damaged and could fall down.



Contact your police department to let the police know that you will be away from your home. In some cases, you may need to board up openings so that no one can get in when you're not there.

CONTACT YOUR INSURANCE AGENT

Ask what to do about the immediate needs of your home. This includes pumping out water and covering doors, windows and other openings.

Ask what to do first. Some companies may ask you to make a list of everything that was damaged. They will ask you to describe these items in detail and say how much you paid for them.

If you don't have insurance, your family and community might help you get back on your feet.

Organizations that might help include:

- American Red Cross
- Salvation Army
- Religious organizations
- Community groups
- State or municipal emergency services office

FINANCES

Get in touch with your landlord or mortgage lender **ASAP**. Contact your credit card company to report cards lost in the fire and request replacements. Save all of your receipts for any money you spend. The receipts may be needed later by the insurance company. You will need the receipts to prove any losses claimed on your tax return.

HOW TO HANDLE THE DAMAGE

There are companies that are experts in cleaning and/or restoring your personal items.

Whether you or your insurer buys this type of service, be clear on who will pay for it. Be sure to ask for an estimate of cost for the work and agree to it in writing.

Ask your insurance company for names of trusted companies that may provide services to:

- Secure your home against more damage.
- Estimate & repair damage.
- Estimate the cost to repair or renew personal property.
- Store household items.
- Hire cleaning or repair subcontractors.
- Store repaired items.

NEXT STEP CHECKLIST

- Contact the American Red Cross. They can help you find a place to stay, food, clothing, and medicine.
- Check with the Sacramento County Building Dept. to make sure your home is safe to enter.
- Contact your utilities companies to have your services shut off.
- Notify your landlord/mortgage co.
- Save any receipts related to the loss.
- Contact an accountant or the IRS about special benefits.

Talk with your insurance company about how to learn the value of your home and property.

WHAT TO EXPECT

A fire in a home can cause serious damage. The building and many of the things in your home may have been badly damaged by flames, heat, smoke and water.

You will find that things the fire did not burn are now ruined by smoke and soggy with water used to put out the flames.

Anything that you want to save or reuse will need to be carefully cleaned.

The firefighters may have cut holes in the walls of the building to look for any hidden flames. They may even have cut holes in the roof to let out the heat and smoke. Clean up will take time and patience.

IMPORTANT PHONE NUMBERS

- American Red Cross: 916-993-7070
- Sacramento County Building Department: 916-875-5296
- Citrus Heights Building Department: 916-727-4760
- Rancho Cordova Building Department: 916-851-8760

USE CAUTION

It is important to understand the risk to your safety and health even after the fire is out. The soot and dirty water left behind may contain things that could make you sick.

Be very careful if you go into your home and if you touch any fire damaged items. Ask the advice of the fire department, local building officials, your insurance agent, and restoration specialists before starting to clean or make repairs.

REPLACING VALUABLE BELONGINGS

You will want to replace many of the following documents if they were destroyed or lost in the fire:

- Driver's license & auto registration
- Bankbooks (checking, savings, etc.)
- Insurance policies
- Military discharge papers
- Passports
- Birth, death, and marriage certificates
- Social Security or medicare cards
- Credit cards
- Titles to deeds & mortgage papers
- Stocks and bonds
- Wills & medical records
- Warranties & income tax records
- Citizenship papers
- Prepaid burial contract
- Animal registration papers

TIP: If you plan to rebuild your home, think about installing fire sprinklers. You can find more information on the Home Fire Sprinkler Coalition's website: www.hfsc.org

Address: _____

Date: _____ Incident No: _____

Visit metrofire.ca.gov to request a report

If you need additional assistance or cannot access the internet please call us at 916-859-4300.



Scan the QR with your phone's camera app to be taken to the Metro Fire "After the Fire" webpage for more helpful information. Or visit: metrofire.ca.gov/AfterTheFire



After the Fire

A fire will change your life in many ways. Knowing where to begin and who can help you is important. Sacramento Metro Fire hopes you find this information useful in your journey to return to normal.

916-859-4300
metrofire.ca.gov

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