

AFTER the Fire...



"ALWAYS READY-ALWAYS NICE"

A resource guide for you and your family

This brochure has been developed to give you information that you may need in the coming days to assist you in reducing your losses after the fire is out. In the event you cannot find the help you need, please call the Hopkinsville Fire Department at 270-8901400 and we will assist you in locating the appropriate individual or agency.

IF YOU ARE INSURED:

Contact your insurance company or agent as soon as possible. If you are renting, you must also contact your landlord. Your Insurance adjuster may be able to assist you in making immediate repairs or help in securing your home. If you are unable to contact your agent and need professional assistance in boarding up your home, you may contact a general contractor or a fire damage restoration firm (usually listed as Contractors-General or Fire & Water Damage Restoration).

IF YOU ARE NOT INSURED:

If you are not insured and need assistance, the America Red Cross is available to assist families who have been displaced from their homes through any type of disaster. They are available around the clock, every day of the year, with food, clothing and housing.

If your property is not insured or your insurance will not cover all of your losses, contact an attorney or the Internal Revenue Service for directions. You may be eligible for casualty loss, check Publication 547, Tax Information on Disasters, Casualty Losses and Thefts, available from your local Internal Revenue Service Office.

IF YOU MUST STAY ELSEWHERE:

If your home is unlivable, and you cannot find a place to stay, such as with family or friends, consult with your insurance company to see if you are covered for additional living expenses. The Red Cross may be able to provide temporary shelter until you can arrange to rent a place to stay.

If you must leave your home, locate the following items to take with you: important legal documents, identification, vital medicines, eye glasses, hearing aids, valuables, credit cards, checkbooks, insurance policies, money, jewelry, photos, etc. (Note: Let safes cool down before opening.)

Often the Fire Department must have the utility services shut off or disconnected as a safety precaution and also to prevent further damage to the structure and its contents. The utility companies cannot restore your utilities until the repairs are approved, and a clearance has been issued by the proper inspectors.

CHANGE OF ADDRESS:

If you move, notify the US Postal Service, banks, utility companies, credit card companies, magazines/newspapers, etc., of your new address. Also contact the Social Security Administration and the State Department of Social Services if you are receiving benefits.

PETS:

Smoke can damage the lungs of a dog or cat in minutes and sparks can cause painful burns that may stay hidden under your pet's fur. As soon as possible, take your pet to a veterinarian. If your pet is lost in the confusion, call the Humane Society or the Animal Control Officer for directions.

COUNSELING SUPPORT:

After a fire, you may experience anxious feelings, depression, difficulty concentrating, sadness, anger, fatigue, and irrational fears and nightmares. These are common responses to a traumatic event. If you or your family members need support, call the American Red Cross or seek a counselor. Some employers and/or health insurance carriers provide coverage for counseling services.

WHAT ABOUT ODORS?

Sometimes there is a residual smoke odor from a small fire that is annoying and lingering. Short of a good cleaning of everything in the house, you can place small saucers of household vanilla, wine, vinegar, or activated charcoal around you home to help absorb these odors. Remember that the smoke odor is also inside the heating and cooling ducts and you get a fresh blast every time the air system activates.

If insured, consult your insurance company for assistance. If the odor does not go away in about a week, you may want to contact a cleaning service specializing in restoration of fire damaged property. They have the equipment to scrub out the duct work and deodorize everything in the house.

OTHER TIPS:

- Vacuum all surfaces.
- Change and clean air conditioner/heater filters.
- Seal off the room in which you are working with plastic wrap to keep soot from moving from one room to another. Try to keep windows closed.
- To remove soot and smoke from painted walls, mix together 4 to 6 tablespoons of tri-sodium phosphate (can be purchased at paint stores) and 1 gallon of water. Use rubber gloves and goggles when working with this solution.

Warning: Keep mixture away from children and pets!

Wash a small area at a time working from the floor up, saving the ceiling for last. Rinse thoroughly; do not repaint until completely dry. It is advised to use a smoke sealer (available at paint stores) before painting. If your walls are wallpapered, usually the wallpaper cannot be restored.

- **Furniture**-Do not use chemicals on furniture. A very inexpensive product called **FLAX SOAP** (available in hardware stores) is a most efficient product to use on wood, including kitchen cabinets. Do not dry furniture in the sun as wood will warp and twist out of shape.
- **FLOORS**- Use **FLAX SOAP** on wood and linoleum floors. It will take 4 or 5 applications, then strip and re-wax floors.
- **CARPETING**-Steam clean, shampoo, and repeat steam cleaning.
- **MATTRESSES**-Reconditioning an inner-spring mattress at home is very difficult but not impossible. Your mattress can probably be renovated by a company that builds or repairs mattresses. If you must use your mattress temporarily, put it out into the sun to dry, then cover it with plastic sheeting. It is almost impossible to get smoke odor out of pillows, feathers and foam retain odors.
- **LOCKS and HINGES**-Locks (especially iron locks) should be taken apart, wiped with kerosene and oiled. If locks cannot be removed, squirt machine oil through a bolt opening or keyhole and work the knob to distribute the oil. Hinges should also be thoroughly cleaned and oiled.

WARNING-Do not use gasoline for cleaning!

- **MILDEW**-To remove mildew, wash stain with soap and water. Rinse well and dry. If stain remains, use lemon juice and salt, or a solution of household bleach and warm water.
- **CLOTHES**-To remove smoke odor or soot from clothes that can be bleached, add ½ cup of ammonia to 2 gallons of water; then rinse in vinegar (use rubber gloves). Should you have any questions about the cleaning or preparation of clothing, it is wise to contact a cleaning service. Take wool, silk, or rayon garments to dry cleaner as soon as possible.

Warning-Do not mix ammonia with bleach!

- **Electrical appliances**-Do not run wet appliances until you have had a service person check them.
- **Cooking Utensils**- Your pots, pans, flatware, etc. should be washed in soapy water, rinsed then polished with a fine powdered cleaner. You can polish copper and brass with special polish, salt sprinkled on a piece of lemon, or salt sprinkled on a cloth saturated in vinegar.

CASH OR NEGOTIABLES?

If burned, handle with extreme care and as little as possible. Attempt to encase each crisp sheet in a plastic wrap in order to salvage as much as possible. Take everything to your local bank for advice regarding replacement.

WHAT ABOUT PERISHABLES?

Any food, beverages and/or medicines exposed to heat or smoke should not be consumed. Medicines, especially, can change strength by exposure to heat. Please check with your doctor first before taking these medicines. If food was in tightly closed or sealed containers, or in airtight refrigerators or freezers, they may be salvageable. It is cheaper to replace the material than to jeopardize your health by taking a chance. **WHEN IN DOUBT, THROW IT OUT!**

VEHICLE FIRES:

If insured, contact your insurance agent who can explain coverage and will assist with your claim. If your vehicle is damaged in a structure fire, contact both your home and auto insurance agents.

If you are uninsured, you will need to determine if the vehicle is repairable. If the vehicle is a total loss (beyond repair), it may have some value to a salvage yard. A list of vehicle salvage companies can be found in a phone directory under Recycling Centers.

Occasionally, fire crews will have to force entry into the vehicle to check for fire extension and extinguish the fire. To ensure that the fire is completely extinguished, it may be necessary for the fire crew to:

1. Cut and/or disconnect battery cables to prevent electrical shorting of wires where insulation of wiring has been damaged.
2. Complete removal of padding from seats, especially where cotton padding is used.
3. Forced entry into the passenger compartment, engine compartment, and trunk of a vehicle to extinguish, check for extension, and gain access to battery cables.

COPY OF INCIDENT REPORT:

To obtain a copy of the incident, your name must be on the incident report, and you must have a picture ID, such as a driver's license or passport.

CHECK LIST AFTER THE FIRE.....

Fire Incident # _____ Date of Incident _____

Contact name: _____ Contact Number: _____

Insurance Company:

Insurance Agent: _____ Phone Number: _____

Landlord Name: _____ Phone Number: _____

Other Contacts Made:

Name: _____ Phone Number: _____

Organization: _____

CHECKLIST (continued)

- Contact American Red Cross for temporary housing, food, clothing, medicines, etc. or arrange to stay with friends/family.
- If you are insured, contact your insurance company for detailed instructions on protecting your property, conducting inventory and contacting fire damage restoration companies.
- Check with the fire department to make sure your home is safe to enter. Be watchful of structural damage.
- Are utilities such as the electricity connect and/or safe to use.
- Conduct an inventory of damaged property and items prior to throwing them away.
- Try to locate important documents and records such as a driver's license, social security cards, bank records, insurance policy, etc.
- If you leave your home, contact Hopkinsville Police Department at 270-8901500 to notify them that your home will be vacant.
- Save all receipts related to the fire loss. They may be needed later by the insurance company or the IRS for losses claims.
- Notify your mortgage company of the fire.
- Check with an accountant or the IRS about benefits for those recovering from fire loss.
- Notify others of your temporary situation including family, friends, schools, employers, post office, and utility companies.

HELPFUL PHONE NUMBERS:

Aaron McNeil Center	270-886-9734
American Red Cross	1-855-891-7325
Building Inspector	270-887-4285
Christian County Animal Shelter	270-887-4175
Driver's License	270-889-6540
Fire Department-Administration	270-890-1400
Housing Authority	270-887-4275
Human Society	270-887-4678
Internal Revenue Service	270-886-6625
Motor vehicle Division	270-887-4105
Pennyryle Allied Community Services	270-886-6341
PACS Transportation	270-886-7999
Police Department-Administration	270-890-1500
Salvation Army	270-885-9633
Social Security Office	1-800-772-1213
State Department of Revenue	270-889-6521
US Post Office	270-886-5259

UTILITIES:

Atmos Energy	1-888-286-6700
HES	270-887-4200
HWEA	270-887-4246
HWEA-after hours	270-887-4232
Pennyryle Rural Electric	270-886-2555
Solid Waste Authority	270-887-6245

[Contact Us](#)

If you need further assistance, please contact us at the number below.

116 West 1st Street
Hopkinsville, Ky. 42240
Phone: 270-890-1400

*Assistance from the:
Phoenix Fire Department

