After the Flood

Drinking Water

Returning Home

Disaster Financial Assistance

Mold

Cleaning Up

Water Damage

Stress

Testing Well-water

Manitoba

During a flood, all your energies are directed towards saving your home, your business, your community.

But what happens after the floodwater recedes? How do you cope with the damage that's been left behind?

How do you deal with wet drywall, mold, damaged appliances or a well that has been overtopped?

This booklet provides detailed instructions on what you should do and who you can call to help with your flood recovery.

From detailed recommendations on how you should clean your home to telephone numbers you should call if you become overloaded with stress, After the Flood provides you with the information you need to restore your property to a healthy, safe condition.

Information is also available on the Manitoba government flood website at ***manitoba.ca****.*

Cleaning Up after a Flood

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Cleaning Up after a Flood

Do NOT return home until authorities say it is safe to do so.

It's normal for you to be anxious to return home as soon as possible after a flood, but there are several steps that need to be followed before your home is safe to live in. This checklist will help you make sure your home is restored to a healthy, safe condition.

When You First Return Home after a Flood

- Return during daylight hours when it's easier to see problems and hazards.
- If the power was left on when you evacuated, do NOT enter the house until it has been inspected by an electrician.
- If you see a downed power line or smell gas, don't touch anything. Leave the area immediately and call Manitoba Hydro's emergency response co-ordinator in Winnipeg at: 204-771-4042; or operations co-ordinator at 204-794-7559.
- Before going into a flooded building, check to be sure the foundation, roof and other supports are safe. If you must force a door open, stand outside the doorway in case the ceiling gives way.
- Watch for buckled walls or floors or holes in floors or ceilings, etc.
- Avoid dangerous debris, such as broken glass and loose wiring.
- Don't touch the electrical panel or use any appliances, pressure or heating systems until an electrician can make sure they are safe. Authorities will let you know when power can be restored to your home.
- Use a flashlight (not an open flame) to check for damage inside.
- Household items damaged in the flood must be discarded according to local regulations.
- Your drinking water, sewage or septic system may be damaged. Check with your municipality if you have a municipal drinking water or sewage system. *For details, see the Septic System section on page 12.*

Cleaning Needs

- rubber gloves, boots, protective eyewear or goggles
- shovels to clean up sludge and other debris
- pails, mops, sponges, rags
- plastic garbage bags
- big containers for wet clothes and washable bedding and a clotheslines to dry them
- unscented detergent and household cleaners (scented products may cause allergies or cling to food containers or other food preparation surfaces)
- a disinfectant, such as bleach, for items such as cooking utensils, food containers and toys.
- If your well was overtopped by floodwater, it may not be operational (see page 11). An alternate water source may be required for cleaning purposes.

Other Clean-Up Equipment

- You may need extension cords, submersible pumps, wet/dry shop vacuums, carbon monoxide detectors, dehumidifiers, fans or heaters.
- Some generators and clean-up equipment can be rented, so check before you buy.
- If you're using gas-powered pumps, generators, pressure washers, etc., don't put them in enclosed areas and make sure you use a carbon monoxide detector, even in semi-closed areas.
- When using electrical equipment, ALWAYS keep the cords out of the water.
- If you're operating electrical equipment in wet areas, wear rubber boots.

Hygiene/Safety

- Avoid direct contact with contaminated water and surfaces – wear rubber gloves and boots.
- When working in standing water colder than 24°C, wear insulated clothing and rubber boots, take frequent breaks to warm up and change into dry clothing as often as possible.
- Don't rub eyes, mouth, ears or nose with contaminated rubber gloves.
- Don't expose open sores or cuts to contaminated water or surfaces.
- Wash all exposed skin often with soap and water and bath or shower with soap and water at the end of the clean-up day.
- Change cleaning clothes daily and wash contaminated clothes separately.
- Thoroughly clean surfaces used for food (counter tops, storage shelves, etc.) and areas where children play.
- Ensure the area you are working in is adequately ventilated.

Clean Up

- Get your house back in order as soon as possible, to protect your health and prevent further damage.
- Pace the clean-up activities and take frequent breaks.
- Think of clean up in stages:
  - Remove the water.
  - Remove dirt and debris (ex: sludge left over from floodwater).
  - Throw out items that can't be cleaned.
  - Thoroughly dry out the building and its contents.
- Keep children away from contaminated areas during clean up.
- Avoid contact with floodwater or anything that may have gotten wet, unless you're wearing protective gear.
- Consult Manitoba Hydro or an electrician about using electrical equipment for drying, lighting or heating, including power generators – they could be fire hazards if they've been exposed to floodwater.
- Remove all wet, dirty materials and debris from the building and put them in a large disposable container outside the house.

NOTE: Bleach can be used for some clean-up jobs. It should be handled with caution, using gloves and eye protection to avoid chemical burns.

DO NOT use bleach at the same time as other cleaners because the combination may cause toxic fumes.

Removing Water

- Drain floodwater from your home in stages – about one-third of it daily. If the ground is still saturated and the water is removed too quickly, walls or floors could give way.
- Use pumps or pails to remove standing water, then a wet/dry shop vacuum to soak up the rest.

Heating and Appliances

- Have an inspector, electrician or local authorities inspect your heating/air conditioning system and ducts to ensure they are safe to use.
- Flooded forced-air heating ducts and return ducts should be either cleaned thoroughly or replaced. Otherwise, they may spread mold spores into the air.
- After systems are inspected, keep your home cool (no more than 4°C (about 40°F.) if possible) until all of the water is removed.
- If you use pumps or heaters powered by gasoline, kerosene or propane, install a carbon monoxide detector even in semi-enclosed spaces.
- Do NOT use flooded appliances, electrical outlets, switchboxes or fuse-breaker panels until an electrician or local authorities declare them safe.
- Follow recommendations made by local inspectors about parts or appliance replacement.
- Replace flood-affected filters and insulation inside furnaces, water heaters, refrigerators and freezers. It may be cheaper to replace the appliances.

Floor Drains

- Flush and clean floor drains and sump pumps with unscented detergent and water. Scrub them to remove greasy dirt.
- Clean or replace clogged drains or hire a professional to do it for you.

Structures

- Rinse and then clean all floors as soon as possible.
- Replace any flooring saturated by floodwater or sewage.
- Clean all interior wall and floor cavities with water and unscented detergent.
- Open walls and remove drywall, panelling and insulation up to at least 50 centimetres (20 inches) above the high-water line.
- Wash all surfaces with unscented detergent and rinse well.
- Air out or dehumidify the house until it is completely dry.

Carpets and Furniture

- Dry carpets during your first two days back at home, then clean them thoroughly. For large areas, hire a professional cleaner.
- If non-fabric furniture is only damp, let it dry and then brush the mud off.
- To test a material for dryness, tape clear food wrap to the item's surface. If the covered part turns darker than the surrounding material, it is still damp. Dry until this no longer happens.
- Hose off any dirt stuck to solid-wood furniture. Place furniture on blocks and run fans underneath it. Dry all wooden furniture by opening it up (drawers, doors) and airing it out.
- Throw out particleboard furniture, furniture cushions and coverings.

Clothing and Bedding

- Soiled clothing, bed linens and washable blankets (acrylic, cotton) should be washed with laundry detergent and warm or hot water. Use two complete washing cycles.
- Mattresses, box springs, futons, quilts, comforters, duvets and pillows cannot be adequately sanitized and should be thrown out.
- Scrape or hose off heavy dirt from washable clothing and let it air dry outside if possible.
- Soak badly soiled items overnight in clean, cold water and detergent.
- Non-washable clothing should be air dried thoroughly and then professionally dry cleaned.

Toys, Cooking Utensils and Food Containers

Follow these procedures for items that may end up in someone's mouth or are used for preparing or cooking food:

- For pots, pans, cutlery, glasses, dishes, food storage containers, etc. wash thoroughly with soap and water (more than once if very dirty), rinse and then dip (30 seconds) in a solution of 5 mL (one teaspoon) of household bleach per one litre of water and air dry. Alternatively, after washing and rinsing, everything (except for glasses) can be boiled for one minute and then air dried. Since dishes are easier to clean, a lower bleach concentration can be used and rinsing is not needed.
- For non-porous toys, a stronger concentration of disinfectant is usually needed with a longer contact time. Wash non-porous toys thoroughly with soap and water (disinfectant will not work if there is still visible dirt), rinse, then soak for five to 10 minutes in a solution of up to 15 mL (one tablespoon) of household bleach per litre of water. Rinse well, then air dry.
- Cracked, chipped or hard to clean kitchenware should be thrown out.
- Throw out stuffed toys because they cannot be easily cleaned.
- After thoroughly washing, counters and food preparation areas can be wiped with a clean cloth soaked in 15 mL (1 tablespoons) of bleach per litre of water to disinfect.
- Other disinfectants can be used instead of bleach, please read the directions carefully.

Food and Medicine

- Undamaged canned goods which have been in contact with floodwater can be salvaged by removing the label and thoroughly washing with detergent, rinsing, then soaking for five minutes in a solution of 15 mL (one tablespoon) of bleach per litre of water. Rinse with water, then air dry. After drying, the contents can be identified by marking the can with a felt pen.
- Food or beverage products with a screw cap, crimped-cap or similar containers cannot be safely salvaged and should be thrown out.
- Throw out all jars of home-canned goods and any damaged canned goods, even if they haven't been exposed to floodwater; bacteria and mold spores can be airborne.
- Get rid of any medicine, cosmetics and toiletries that have been exposed to floodwater.
- Throw out fresh food (meat, fruit, vegetables) or food in boxes, cans or bottles that have been exposed to floodwater.

Mold

Mold can cause health problems. *For details on handling mold, see the Protect Yourself from Mold section on page 6.*

Yard Work

- Rubber boots and gloves are recommended for yard clean up as well.
- Remove any debris in your yard.
- To remove animal feces, dead birds or animals, use a shovel or heavy-duty, leak-proof rubber gloves, or several layers of leak-proof plastic bags. Carefully pick up the bird with your protected hand or shovel, place in a leak-proof bag, tie the bag and place into another clean bag. Dispose of the bag with your usual household trash. Wash your gloved hands and then your bare hands as soon as possible.
- Contact local authorities if there are any larger animal carcasses.
- Do not use sand from sandbags for sandboxes or playgrounds.
- Contact your municipality for information about disposing of sandbags.

Keeping Records

- Make sure you hold onto receipts for all expenses connected to clean up.
- Store important papers in plastic bags in the freezer during clean up, because freezer doors are usually sealed and they're more likely to stay dry and are less likely to be contaminated by mold.
- Take pictures or video of flood damage in and around your home.
- Register the damage with your insurance agent and your municipal office staff immediately.

Remember: Do NOT move back into your home until local authorities have given permission to do so.

Protect Yourself from Mold

After floods, excess moisture and standing water contribute to the growth of mold in homes and outbuildings. When returning home after a flood, mold may be present and could cause a health risk to you and your family. This checklist will help you recognize and protect yourself from mold after a flood.

Recognizing Mold

Sight

- Mold can appear as discolouration on walls or ceilings.
- Mold often appears as fuzzy black or green surface growth, but there are hundreds of species and many other colours.
- Mold will grow on almost any organic material, including wood, paper and fabric. It only takes 48 hours for mold to appear on damp materials.

Smell

- Mold can be detected by a bad smell. The odour is often musty, earthy or foul.

Possible Health Effects

Most people will not have any health effects. People who are sensitive to mold may experience:

- stuffy nose, irritated eyes, wheezing or skin irritation
- increased asthma symptoms or difficulty breathing
- mold infections in the lungs

People at Greatest Risk

Those at greatest risk from mold include:

- people with allergies, asthma, or other breathing conditions
- people with weak immune systems (such as people with HIV, cancer patients receiving chemotherapy or people who have received an organ transplant)
- pregnant women
- young children
- the elderly

NOTE: If you or family members experience health problems after exposure to mold, contact your doctor or other health care provider.

Cleaning Up Mold

Controlling moisture in your home is the most critical factor for preventing mold growth, so act quickly to dry out the building and remove damp materials that would support mold growth.

- Only clean mold yourself if the size of the mold patch is less than 30 square feet (2.8 square meters). If the mold patch is any larger, or if your heating, ventilation and air conditioning system are affected by mold, hire a professional.
- People who are at greatest risk from mold should leave affected buildings until clean up is complete.
- Wear a disposable respirator, disposable gloves and safety glasses. An N95 mask is considered a disposable respirator and is available at hardware stores. It should fit tightly to your face, and cover your nose and mouth. Surgical or dust masks do not provide enough protection.
- Mist the moldy surface lightly with rubbing alcohol before cleaning, to prevent mold from getting into the air during cleaning.
- Remove all porous items that have been wet for more than 48 hours and cannot be thoroughly cleaned and dried. Porous materials such as drywall, wallpaper, insulation, ceiling tiles, fabric or carpet should be thrown out and replaced.
- Remove soaked drywall and other wall material, such as insulation, up to a point where it is no longer wet – at least 50 centimetres (20 inches) above the high-water line.
- Leave walls open until the wood and building materials are completely dry, which can take up to several weeks. Superficial cleaning of wall materials such as drywall may be safe if you had a very brief flood in your basement and it was only a few inches deep.
- Non-porous materials such as metal, glass, hard plastic and semi-porous materials such as wood and concrete can be cleaned and reused if they are structurally sound. To remove mold from hard surfaces, use laundry or dish detergent and water. Use a stiff brush on rough surface materials such as concrete.
- Throw away severely affected items and repair or replace damaged structures.
- Cleaned areas should be dry and free of any visible contamination when the work is complete.
- Wash all clothing thoroughly with hot water and detergent and dry it quickly. This includes clothes worn when cleaning a mold-contaminated area.
- If it's dry enough, temporarily store items outside of the home until insurance claims can be filed.

Clean-Up Precautions

- Avoid using household bleach to clean large patches of mold. If you choose to use bleach to spot-clean small patches, use it with caution. Wear rubber gloves and eye protection to avoid chemical burns.
- ***Don't mix bleach with other chemicals cleaners or disinfectants because it may cause toxic fumes.***
- If using other chemical disinfectants, such as TSP, follow the instructions on the package.
- Vacuuming may increase the spread of mold and spores by making them go into the air. Central vacuums that have an exhaust flow to the outside, or those equipped with high efficiency particulate air filters (HEPA) will minimize this exposure.
- No special requirements are necessary for throwing out moldy materials, although they should be sealed in plastic bags if possible.

Well-water Safety

During a flood, there is an increased risk that drinking water wells may become contaminated. Any well-water system, deep or shallow, can become contaminated in a flood.

Risk Factors for Well-water

Well-water is at increased risk for contamination when:

- wells are shallow or built in sand or gravel
- wells are located in pits or depressions where water has pooled
- wells have unsealed casings that do not extend at least 30 centimetres (12 inches) or more above the ground or rusted casings
- wells are located near unsealed abandoned wells
- wells are near septic tanks or fields, barns, feed lots, sink holes or quarries
- wells or groundwater sources are affected by changes in environmental conditions such as floods and heavy rains
- nearby wells are flooded and may be contaminated
- water in wells changes in colour, clarity, taste or odour

If a large sewage spill, or other source of significant fecal contamination of the well is suspected, contact the Manitoba Office of Drinking Water at 204-945-5762 or 204-945-8913 in Winnipeg.

When Boiling is Necessary

- If you think your well's been contaminated (see above), you ***should boil the water before using it*** or ***find an alternative supply of drinking water*** until flooding subsides and bacteria tests show it's safe to use.
- Water from flood-affected wells cannot be consumed until it is properly disinfected by: ***bringing it to rolling boil for one minute.***
  This includes water used for:
  - drinking
  - making ice
  - preparing any beverages, including infant formula
  - cooking
  - washing fruits and vegetables
  - brushing teeth

If ***boiling water is not an option***, use an alternate, safe supply of water such as bottled water.

Using Water for Other Domestic Purposes

Tap water from flood-affected wells can be used for laundry, bathing and washing dishes.

Adults, teenagers and older children can use the water to shower but should avoid swallowing it. Toddlers and infants should be sponge-bathed to ensure they don't swallow any water.

Testing Well-water

Well-water should be tested for bacterial contamination after flooding has subsided. You should continue to boil your drinking water until test results confirm it is safe to drink.

Steps for Testing Well-water

- Well-water should be tested by a professional lab.
- You are responsible for collecting your own water samples. You need a special water-sample collection bottle and must follow instructions from the lab.
- If proper sampling procedures are not followed, the sample may be contaminated and produce false results.
- Sample bottles, instructions and sample submission forms are available at rural municipality offices, Manitoba Water Stewardship and Conservation offices, or:

  ALS Laboratory Group
  1329 Niakwa Road East, Unit 12, Winnipeg R2J 3T4
  Phone: 204-255-9720; toll free 1-800-607-7555
  Monday to Friday: 8:00 a.m. to 4:30 p.m.
- You must follow the instructions provided on the back of the laboratory sample submission form. ***Make sure the forms are completed as accurately as possible and clearly identify the location where the sample was taken.***

Submitting Well-water Samples

- Sample bottles should be dropped off within 24 hours of collecting the water sample.
- To be eligible for the province's free testing program, bottles must be clearly labelled: '***2009 Flood***.'
- Sample bottles, including submission forms – ***clearly indicating 2009 Flood*** – should be dropped off at:
  - participating rural municipality offices before noon on Tuesdays

    OR
  - the ALS laboratory in Winnipeg at the address listed above
  - If your well sample indicates the presence of bacteria, follow the procedures outlined in *http://www.gov.mb.ca/health/publichealth/cmoh/docs/disinfect.pdf* to disinfect your well.
  - If your well has been overtopped or completely submerged, follow the instructions below.

Well Restoration After Flooding Subsides

NOTE: This section applies to wells that have been overtopped, completely submerged or have suffered structural damage and have major contamination (as opposed to wells that may have had a little seepage).

- If your well has been submerged by floodwater, it needs to be professionally assessed to find the best way to bring it back to a safe, useable condition.
- More extensive well restoration may be needed if your well has been structurally damaged, completely submerged or overtopped, or if you've seen floodwater draining into your well. Floodwater and sediment can damage pumps and their electrical components. All assessments, repairs and replacements should be done by qualified professionals. Don't turn on your pump until your well is cleaned out and all sediment and floodwater are removed.
- Well owners who have suffered this type of problem should contact: Groundwater Management staff at 204-945-3737 or 204-945-7425 in Winnipeg. They can supply a list of professional contractors to help with your restoration.

Cisterns

Water in cisterns becomes more vulnerable to contamination during a flood. Saturated soil increases the possibility of untreated water seeping into the cistern through cracks or improperly sealed joints and fittings. There is a higher risk of contamination if there is free-standing water above the cistern because it could seep through an improperly sealed lid or vent.

If your cistern water changes in taste, odor, color or clarity, it is likely contaminated. If you haven't had to fill the cistern as often as usual, this could indicate ground water is seeping into the tank causing contamination.

If you think your cistern has been affected by floodwater, follow the boil water advisory and testing instructions on pages 9 and 10.

If tests indicate your cistern water supply is contaminated, continue to boil your water and contact a qualified contractor. A professional contractor will inspect, clean/repair and disinfect the cistern and tell you when tests indicate the water is safe to use.

Septic Systems

Wastewater in septic fields doesn't generally back up into homes during a flood. However, septic fields may become saturated, and if floodwater does back up into your septic tank, or if it leaks into your tank, it can cause the system to fail. If this happens, you should:

- Try to reduce the amount of debris entering the septic tank and plumbing systems (ex. don't put sludge left over from floodwater down the drain or toilet).
- Avoid using the plumbing system if the septic tank or the disposal field is still under water.
- Do not use the plumbing system if sewage is backing up into the house.
- Avoid contact with the sewage from failed septic systems – raw sewage can cause disease.
- Avoid contact with all the electrical components of mechanical sewage treatment systems

For more information, talk to your municipal office staff, or go to *www.gov.mb.ca/conservation/envprograms/wastewater/systems/index.html.*

For More Information

For more information on wells, well-water testing, disinfection and interpretation of water testing results, contact:

- Manitoba Office of Drinking Water at 204-945-5762 in Winnipeg
- your local drinking water officer
- Health Links-Info Santé at 204-788-8200 in Winnipeg; toll free 1-888-315-9257

Or go to:

- *www.manitoba.ca/drinkingwater*
- *www.gov.mb.ca/health/publichealth/environmentalhealth/water.html*

Securing Hazardous Materials Containers after Flooding

Containers and packages of hazardous materials and environmental contaminants, petroleum storage tanks and propane tanks are often found on farms, in garages, storage sheds, out buildings and private residences throughout the floodplain. They can become serious hazards, especially during floods.

Risks can include: release of products that may adversely affect human health or the environment, fire, explosion and mechanical damage from floating containers. To reduce the risk of release of hazardous materials after a flood, follow these procedures – both inside and outside flood-prone areas.

Securing Hazardous Materials Containers:

- Check containers and packages for damage and leaks. Look for dents, torn or disconnected supply lines, broken valves, missing caps, bungs, etc.
- Do not put containers that are to be connected to a delivery system back into service if they have been damaged.
- Anhydrous ammonia nurse wagons and any other regulated transport containers must be inspected and certified following the Transportation of Dangerous Goods (DFA) regulations if they have been damaged or submerged in flood waters.

Securing Petroleum Tanks:

- Check tanks for damage and leaks. Dip tanks and compare fuel levels to see if fuel has leaked or water has entered the tank.
- Inspect overfill containment devices and clean out any debris or water under dispenser sumps and dispensing equipment.
- Before using the fuel, check for water contamination. Take a sample of the fuel in a clear container. Let it sit for a short time. Water and fuel will separate. For better accuracy, use a water finding paste with a dip stick. Water finding pastes are available at local fuel suppliers, petroleum supply companies or petroleum contractors.
- Before turning on fuel pumps, check for leaks and make sure all electrical connections are in good working order.
- Contact a petroleum contractor to inspect all tanks and equipment associated with the fueling system before reconnection and use.

Securing Propane Tanks:

- Check tanks for damage and leaks. Look for dents, torn or disconnected supply lines, broken valves, etc.
- Contact a propane contractor to inspect all tanks and equipment associated with the propane system, before reconnection and use.

Call Manitoba Conservation's 24-Hour emergency reporting line, **collect**, in Winnipeg, at 204-945-4888, to report any loss of product or missing tanks or containers or if a tank or container appears on your property after a flood.

For more information, contact Manitoba Conservation Dangerous Goods/Emergency Response staff at 204-945-7025 in Winnipeg.

Managing Stress After a Flood

When floods threaten individuals, families and communities, it's normal to experience strong emotions. The stress of possibly losing a home, treasured possessions or income can take a serious toll on people's emotions, including:

- panic or anxiety
- helplessness
- anger
- despair
- disbelief
- trouble sleeping
- trouble concentrating

When the waters recede and you return to your home or business, pay attention to your feelings and those of your family, friends and neighbors. There are several things you can do to cope after a flood.

Have Realistic Expectations:

- Recovery from the trauma of a flood can take weeks or even months. It's important to allow yourself, your family members and others who have shared this experience to talk about the flood and their feelings for as long as is needed.
- Accept that it is going to take considerable time to completely restore, repair or replace damaged or lost property and possessions.
- Pace yourself and your family during clean up and take frequent breaks. The temptation is to move as quickly as possible to reclaim your home and former routines. However, if you push yourself and others too hard, you risk burnout.

Take Care of Yourself and Others:

- Talk to others about your feelings and listen to them talk about theirs.
- Support others if and when you can by helping them with their clean up and accepting their help with yours.
- Take care of your own physical and emotional needs and those of children or seniors by making sure everyone eats a balanced diet, gets enough sleep and exercises when possible.
- Ask for help when you need it.

Help is Available/Telephone Numbers

If you, family, friends or neighbours are having a difficult time, please contact these resources:

- Manitoba Farm and Rural Stress Line
  1-866-367-3276 (1-866-FOR-FARM)
- Klinic Community Health Centre 24-Hour Crisis Line
  786-8686 in Winnipeg; or toll free 1-888-322-3019
- your local regional health authority or community mental health services office

Regional Health Authorities

Assiniboine Regional Health Authority

Crisis Services 204-725-4411; or toll free 1-888-379-7699

Central Regional Health Authority

Mental Health Intake 1-888-310-4593
Mental Health Crisis Services 1-866-588-1697

Interlake Regional Health Authority

24-Hour Crisis Services 1-866-427-8628
Community Mental Health Central Intake 204-785-7752
or toll free 1-866-757-6205

North Eastman Regional Health Authority

24-Hour Crisis Services 1-866-427-8628
Mental Health Intake and Urgent Care 1-866-577-2901
(8:15 a.m. to 5:30 p.m. Monday to Friday)

Parkland Regional Health Authority

Mental Health Crisis Response 1-866-332-3030

South Eastman Regional Health Authority

Crisis Services 1-888-617-7715 (12 p.m. to 12 a.m.)

Winnipeg Regional Health Authority

Mobile Crisis Service 204-940-1781
Klinic Crisis Line 204-786-8686

Disaster Financial Assistance

The Disaster Financial Assistance (DFA) program is available to Manitobans who have been affected by the 2009 flood. It provides financial assistance for:

- evacuating homes, businesses, farms, etc.
- sandbagging and other efforts to prevent or limit imminent water damage to property and livestock
- repairing or replacing non-insurable essential property such as principal residences, buildings and other non-insurable losses essential to the operation of eligible farms and small businesses

In April, 2009, the Manitoba government doubled the maximum amount of disaster financial assistance available to eligible Manitobans. You may now receive up to $200,000 or the assessed value of your home.

DFA claims are subject to a 20 per cent deductible. The provincial government recommends that you first contact your personal insurance broker about damage claims.

Application forms and further details about DFA are available:

- by contacting the Manitoba Emergency Measures Organization at 204-945-4772 in Winnipeg; or toll free 1-888-267-8298
- by contacting most local municipal offices
- online at *www.manitobaemo.ca*

Important Phone Numbers

Downed Power Line or Gas Leak
Manitoba Hydro's emergency response co-ordinator in Winnipeg at:
204-771-4042; or operations co-ordinator at 204-794-7559

Large Sewage Spill or Contaminated Well
Manitoba Office of Drinking Water
204-945-5762 or 204-945-8913 in Winnipeg

Well-water Testing
ALS Laboratory Group
204-255-9720; toll free 1-800-607-7555

Well Restoration
Groundwater Management
204-945-3737 or 204-945-7425 in Winnipeg

Manitoba Conservation Dangerous Goods/Emergency Response
204-945-7025 in Winnipeg

Health Links-Info Santé
204-788-8200 in Winnipeg; toll free 1-888-315-9257

Support for Stress
Manitoba Farm and Rural Stress Line: 1-866-367-3276 (1-866-FOR-FARM)

Klinic Community Health Centre 24-Hour Crisis Line: 786-8686
Toll free: 1-888-322-3019

Manitoba Emergency Measures Organization
204-945-4772 in Winnipeg; toll free 1-888-267-8298