After The Fire . . .

Your Survival Guide

Introduction

After the Fire is Out

If You Cannot Stay In Your Home

Utilities

Property Insurance

Incident Reports/Vehicle Fires

Telephone Numbers

General Information/Cleaning Up

Comment Card
The tragedy and destruction of a fire does not end when the flames are extinguished. *Fairfax County Fire and Rescue Department* firefighters and paramedics respond to fires each year where victims are in a state of confusion, shock, and despair. The loss of property and personal belongings, especially family keepsakes, is painful and traumatic. The clean-up process from smoke damage is often long and overwhelming for the average citizen.

This pamphlet is designed to assist you in dealing with your loss. Please take this opportunity to carefully read the information provided. If you still have questions or need further assistance, call the *Fairfax County Fire and Rescue Department* at 703-246-3801 or TTY 711 and we will be glad to help you. Our department has a caring and ready staff who want to assist you in your time of need.

<table>
<thead>
<tr>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
</tr>
<tr>
<td>After the Fire is Out</td>
</tr>
<tr>
<td>If You Cannot Stay In Your Home</td>
</tr>
<tr>
<td>Utilities</td>
</tr>
<tr>
<td>Property Insurance</td>
</tr>
<tr>
<td>Incident Reports/Vehicle Fires</td>
</tr>
<tr>
<td>Telephone Numbers</td>
</tr>
<tr>
<td>General Information/Cleaning Up</td>
</tr>
<tr>
<td>Comment Card</td>
</tr>
</tbody>
</table>
Residents often ask why broken windows, doors or holes in the roof are necessary when fighting a fire. Fires produce smoke, hot gases, and temperatures that rise to more than 1,200 degrees Fahrenheit. Often it is necessary to eliminate heat, smoke, and hot gases before firefighters can enter a building to extinguish a fire. Ventilation must be done quickly to help reduce fire spread. Most often, walls must be forcibly opened to find hidden fires and to allow firefighters to visibly ensure the fire is completely out. Without the use of this firefighting technique, a building could suffer total destruction by fire.

After the firefighters depart, your home again becomes your responsibility. You are responsible for securing doors, windows, and other areas against unauthorized entry and for ensuring no further damage occurs to the structure or contents. Fairfax County Building Inspectors may be notified by fire department officials to determine the structural stability of your home. They can be contacted at 703-324-1056.

After the Fire is Out

If You Cannot Stay In Your Home

Utilities

Property Insurance

Incident Reports/Vehicle Fires

Telephone Numbers

General Information/Cleaning Up

Comment Card
If You Cannot Live in Your Home . . .

Individuals who have experienced a fire and cannot reoccupy their home may choose to stay with family or friends. Consult your insurance company to see if you are covered for additional living expenses. A representative from Fairfax County Fire and Rescue Department will assist you in contacting agencies that will help provide needed assistance. If you need emergency assistance for food, clothing, or lodging, contact:

- American Red Cross .......................................................... 703-584-8400
- Fairfax County Human Services ........................................... 703-222-4880
- Salvation Army (9 a.m. - 4 p.m.) ............................................ 703-385-8700

Counseling Support . . .

After a fire, you may experience depression, difficulty concentrating, anxiety, sadness, anger, fatigue, and nightmares. These are common and normal responses to a traumatic event. Some employers and health insurance carriers provide coverage for counseling services. If you or your family need support, contact:

- Fairfax-Falls Church Community Services Board, 24-hour emergency services .............................................. 703-573-5679 and TTY 703-207-7737
- CrisisLink Hotline 24-hour .................................................... 703-527-4077

Take Valuables With You . . .

If you must temporarily leave your home, take with you: legal documents, identification, medicines, eye glasses, hearing aids, valuables, credit cards, checkbooks, insurance policies, cash, jewelry, photos, and other items that cannot be replaced. (Note: Let a safe cool down before opening.) Should firefighters be on the scene, they will accompany and assist you.

Reminders . . .

If you have to move, notify the Post Office of your new address and request a moving kit. If you are in temporary housing, consider having the Post Office hold your mail until permanent housing arrangements can be made. Other places you may need to contact are shown below:

- Financial institutions
- Credit card companies
- School district

- Social Security Administration at 1-800-772-1213
- Utility companies (water, electric, gas, cable, and telephone)

If You Cannot Stay In Your Home

Utilities

Property Insurance

Incident Reports/Vehicle Fires

Telephone Numbers

General Information/Cleaning Up

Comment Card
Utilities...

The Fire and Rescue Department may have utility services shut off or may disconnect service as a safety precaution to prevent further damage to your home and your personal belongings. The procedure for re-establishing various utility services are provided below:

Natural Gas

DO NOT turn the gas back on! A natural gas company representative is available 24-hours-a-day to turn on your gas and relight appliances.

Washington Gas
1-800-752-7520
703-750-1000
TTY: 703-750-7975

Columbia Gas
1-800-843-8911

Electricity

An electrical inspector must check the wiring throughout your home to ensure it is safe before the power can be reconnected.

Northern Virginia Electric Cooperative
1-888-335-0500

Dominion Virginia Power
1-888-667-3000
Monday - Friday 7 a.m. - 7 p.m.; Saturday 9 a.m. - 3 p.m.

Water

This service may be turned back on by you. Be careful. The fire may have damaged the plumbing and water damage may occur when the pipes are filled with water.

Fairfax County Water Authority
703-698-5800

Falls Church Water Department
703-248-5071

Fairfax City Water Department
703-385-7915

Vienna Water Department
703-255-6385

Herndon Water Department
703-435-6814

Telephone

Verizon
1-888-483-4200
703-954-6222

Repair
1-800-275-2355
Monday - Friday 7 a.m. - 9 p.m.

Utilities

Property Insurance

Incident Reports/Vehicle Fires

Telephone Numbers

General Information/Cleaning Up

Comment Card
Property Insurance...

If you own or are purchasing your property, contact your insurance company and agent as soon as possible. If you are renting or leasing the property, you also must contact the owner. Your insurance agent will provide details on claims processing and other insurance-related questions. A list of insurance companies and their toll free numbers is provided for your use.

Note: All items in the building should be inventoried and no item should be thrown away without the approval of the insurance company.

Your duties after a fire loss

- Immediately notify insurance company of loss
- Protect property from further damage by making reasonable repairs such as covering holes and broken windows
- Inventory damaged personal property in detail; include any bills or documents which can help establish its value and age
- Cooperate with the insurance adjuster
- Submit a formal statement of loss in a timely manner
- Notify your mortgage company of the fire and keep them informed of restoration efforts

---

Insurance Companies...

<table>
<thead>
<tr>
<th>Allstate Insurance Co.</th>
<th>1-800-326-6650</th>
<th>Pacific Indemnity Co.</th>
<th>1-800-362-4822</th>
</tr>
</thead>
<tbody>
<tr>
<td>Armed Forces Insurance Exchange</td>
<td>1-800-255-6792</td>
<td>Prudential Insurance &amp; Financial</td>
<td>1-800-843-7625</td>
</tr>
<tr>
<td>Auto Insurance Co. of Hartford</td>
<td>1-800-643-0033</td>
<td>Royal First</td>
<td>1-800-847-6925</td>
</tr>
<tr>
<td>Erie Insurance Exchange</td>
<td>1-800-322-3741</td>
<td>Safeco Insurance Co. of America</td>
<td>1-800-332-3226</td>
</tr>
<tr>
<td>Farmers Insurance Exchange</td>
<td>1-800-327-6377</td>
<td>Southern Insurance Co. of VA</td>
<td>1-800-468-1127</td>
</tr>
<tr>
<td>Federal Insurance Co.</td>
<td>1-800-362-4822</td>
<td>State Farm Insurance</td>
<td>703-218-0400</td>
</tr>
<tr>
<td>Greater Northern Insurance Co.</td>
<td>1-800-362-4822</td>
<td>Travelers Insurance</td>
<td>1-800-797-2851</td>
</tr>
<tr>
<td>Hartford of the Midwest</td>
<td>1-800-243-5860</td>
<td>Travelers Indemnity Co.</td>
<td>1-800-252-4633</td>
</tr>
<tr>
<td>Highland Capital Brokerage</td>
<td>1-800-445-6256</td>
<td>Travelers Indemnity Co.</td>
<td>1-800-252-4633</td>
</tr>
<tr>
<td>Florence Main Insurance Co.</td>
<td>1-800-999-1030</td>
<td>Union Insurance Co. (Continental Western Group)</td>
<td>1-800-456-7688</td>
</tr>
<tr>
<td>Liberty Mutual Fire Insurance Co.</td>
<td>1-800-746-7421</td>
<td>Metropolitan P &amp; C Ins. (Metlife)</td>
<td>1-800-854-6011</td>
</tr>
<tr>
<td>Montgomery Mutual Insurance Co.</td>
<td>1-800-638-8933</td>
<td>USAA Insurance Co.</td>
<td>1-800-531-8222</td>
</tr>
<tr>
<td>Nationwide Mutual Fire Insurance Co.</td>
<td>1-800-421-3535</td>
<td>Vigilant Insurance Co.</td>
<td>1-800-362-4822</td>
</tr>
<tr>
<td>Virginia Farm Bureau</td>
<td>1-800-447-8323</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

24-Hour Toll Free Numbers

Property Insurance

Incident Reports/Vehicle Fires

Telephone Numbers

General Information/Cleaning Up

Comment Card
Requesting a Fire Report...

To obtain copies of your Fairfax County Fire and Rescue Department incident report, please write to the following address or visit our website at www.fairfaxcounty.gov/fire:

Attn: Incident Reports
Information Technology
Data and Information
Fairfax County Fire and Rescue Department
4100 Chain Bridge Road
Fairfax, VA 22030

The request should include the location of the incident, the type of incident (i.e., house fire, vehicle fire), the date and approximate time of the incident, your work and a daytime phone number. A non-refundable processing payment of $5 for each report must be submitted with your request. Checks must be made out to the County of Fairfax.

Please allow at least one week upon receipt of your request for processing. Reports also can be picked up at the Massey Building, 4100 Chain Bridge Road or mailed to you.

Please call 703-246-3992 to confirm the availability of the report.

Vehicle Fires...

Contact your insurance agent who will explain your coverage and will assist you with your claim. A list of insurance companies and their toll free numbers is provided in the Property Insurance Section. If your vehicle is damaged in a structure fire, contact both your home insurance and automobile insurance agents.

If you are not insured and the vehicle is repairable, a list of repair facilities can be obtained from the yellow pages of your phone directory under automobile repairing and service.

If towing is required, refer to the yellow pages of your phone directory, under automobile road service. For 24-hour emergency road service for AAA members, call 703-222-5090 or 1-800-763-5500.

If your vehicle is a total loss, it may still have some value. A list of vehicle salvage companies can be obtained in the yellow pages of your phone directory under automobile salvage. You may also want to donate your vehicle to a local charity.

Public Transportation...

Fairfax Connector........................................... 703-339-7200................. TTY 703-339-1608
Metro......................................................... 202-637-7900........................ TTY 202-638-3780
Metro Access.............................................. 301-562-5360...................... TTY 301-588-7535
FASTRAN................................................... 703-222-9764.................. TTY 703-324-7079
Virginia Railway Express............................ 703-684-0400.................... TTY 703-684-0551

Incident Reports/Vehicle Fires
Telephone Numbers
General Information/Cleaning Up
Comment Card
Emergency Telephone Numbers...

Fire and Ambulance.................................................. 911 (Voice/TTY)
Police, to report a crime in progress or accident.............. 911 (Voice/TTY)
Non-Emergencies.................................................. 703-691-2131
            TTY 703-309-2264
Poison Control.................................................... 202-625-3333
            TTY 202-326-8563
Ponding.............................................................. 703-323-1211
Sanitary Sewer Line breaks or emergencies..................... 703-323-8498

In the event of a natural disaster or other major area-wide emergency, tune into Fairfax County Cable Television Channel 16.

General County Information...

Assistance for persons with hearing impairments.............. 1-800-828-1120 (TTY/VA Relay Center)
Citizens Assistance................................................ 703-324-3185
Fairfax County Home Page........................................ http://www.fairfaxcounty.gov
Fairfax County Fire and Rescue Home Page...................... http://www.fairfaxcounty.gov/fr
24-Hour Recorded Information (via touch-tone phone)........... 703-324-INFO

Frequently Called Numbers...

Air Quality & Chemical Hazards................................. 703-286-2300
Animal............................................................... 703-530-1100
Animal Services.................................................... 703-530-1100
Dog Licenses........................................................ 703-530-1100
Building & Construction.......................................... 703-322-0801
Inspection Requests.............................................. 703-322-0535
Home Occupation Permits........................................ 703-322-1082
Children............................................................. 703-324-7000
Child Abuse Complaints......................................... TTY 703-324-9452
Child Care Information........................................... 703-324-9555
SACC Information.................................................. 703-449-1444
Department of Motor Vehicles (DMV)............................. 1-800-558-5683
Toll-Free DMV Customer Service Line......................... TTY 1-800-558-5683
Parks and Recreation Department (non-emergency).... 703-286-2126
Health Information................................................ 703-325-2411
TDD 703-591-6345
Housing and Community Development.......................... 703-591-3010
TDD 703-385-3576
Human Services Access/Coordinated Services Planning........... 703-222-0800
TDD 703-803-3914
Information (General County).................................... 703-324-5185
TDD 703-711
Land Records/Deeds............................................... 703-691-3320
Marriage Licenses................................................. 703-691-9320
Mental Retardation Services..................................... 703-324-4400
TDD 703-324-4495
Operator (County)................................................ 703-324-2000
Operator (Police).................................................. 703-324-2000
Pavement............................................................ 703-691-2131
Police (non-Emergency).......................................... Check your local post office
Telephone Numbers

General Information/Cleaning Up

Comment Card
General Information/Cleaning Up . . .

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 if not located and treated. As soon as possible, take your pet to a veterinarian. If your pet is missing, call the Fairfax County Animal Shelter at 703-830-1100.

Damaged Monies or Negotiables
If paper currency is burned, handle with extreme care. Place each bill in plastic wrap for preservation. To reclaim paper currency and coins, ask your local financial institution for advice regarding replacement. If your U.S. Savings Bonds have been damaged or destroyed, write to the U.S. Treasury Department Bureau of Public Debt, Division of Loans and Currency, 537 South Clark Street, Chicago, Illinois 60605, Attn: Bond Consultant. Include name(s) and address(es) on bonds, approximate date or time period when purchased, denominations, and number of each.

Food Management
Any food, beverages and/or medicines exposed to heat or smoke should not be consumed. Exposure to heat may alter the potency of medication. Check with your doctor or pharmacist before taking these medicines. If food was in tightly closed or sealed containers, or in an air tight refrigerator or freezer, it may be salvageable. It is safer to replace items than to take an unnecessary risk to your health. If in doubt, throw it out.

Cleaning Tips
Residual smoke odor that remains following a small fire is an annoyance. Placing small squarers of household vanilla, vinegar, baking soda, or activated charcoal around your home will absorb these odors. Remember, the smoke odor also will be inside your heating and cooling ductwork which will need to be cleaned before it is used.

A janitorial supply or cleaning service specializing in restoration of fire damaged property should be contacted to assist you in cleaning ducts and deodorizing your home.

General Cleaning Hints
Here are some hints you may want to consider if you decide to clean your own home:
- Change and clean air conditioner/heater filters.
- Vacuum all surfaces.
- Seal off the room in which you are working with plastic to keep soot and dust from moving from one location to another. Try to keep windows closed.

Painted Walls
To remove soot and smoke from walls, mix together four to six tablespoons tri-sodium phosphate (TSP) and one gallon of water. Use rubber gloves and eye protection when working with this solution.

Floors
Clean all hard surface floors with an appropriate soap solution. Unless these surfaces are "pre-finished" or "no-wax" strip and wax them. Determine if water has been trapped between flooring and subfloor. This can cause odors and deteriorate both surfaces.

Books
Books can be dried by placing them on end, separating the pages and letting them air dry. You also may separate pages and place unmarked dry paper between the pages and press together to prevent curling or distorting. If the books are very wet, air dry until they are only damp, then sprinkle cornstarch between the pages. Wipe with a dry cloth and press together.
A Word About Smoke Alarms . . .

Smoke Alarms are Required by Law

Virginia Uniform Statewide Building Code (USBC), Section 61-5-2, requires smoke alarms in all homes and residential buildings with one or more dwelling units, including single-family homes, highrise apartment, and condominiums, must have smoke alarms outside sleeping areas and in the basement.

Rental Units

The ordinance requires the owner of the dwelling, or the owner's agent, to maintain the smoke alarms in good working order. The tenant is responsible for reasonable care (including changing the battery) and for initial testing of all alarms.

Maintenance and Testing

Routine maintenance includes vacuuming, testing, and changing the battery. Fairfax County Fire and Rescue Department recommends testing and vacuuming your smoke alarms monthly. All batteries should be replaced annually. When setting your clocks back from daylight saving time, charge your batteries in your smoke alarms. Smoke alarms do not last forever. Therefore, it is a good idea to replace any smoke alarm that is more than ten (10) years old.

For more information about smoke alarms or home escape planning, contact Fairfax County Fire and Rescue Department at 703-246-3801 or TTY 711.

Note: Through fire and rescue department outreach programs, smoke alarms and batteries will be provided to county residents upon request. Call Public Affairs and Life Safety Education at 703-246-3801, 703-246-3947 or TTY 711.

Carbon Monoxide Alarms . . .

Homes that contain appliances such as furnaces and water heaters that burn oil, propane or natural gas, fireplaces and woodstoves; space heaters that run on fuel; gas ranges and ovens or gas dryers all should have carbon monoxide alarms.

Carbon monoxide is an odorless, colorless gas produced by burning fuel. A carbon monoxide alarm will provide you with early warning when carbon monoxide levels are approaching a dangerous level. For more information, call Public Affairs and Life Safety Education Section at 703-246-3801 or TTY 711.

Fairfax County is committed to a policy of nondiscrimination in all county programs, services and activities and will provide reasonable accommodations upon request. To request special accommodations, call Public Affairs and Life Safety Education at 703-246-3801 or TTY 711.

Please allow seven working days to make the necessary arrangement. You can also contact the Department through our web site at www.fairfaxcounty.gov/fire.

August 2007

How Did The Fairfax County Fire and Rescue Department Treat You?

Please take a moment to fill out this comment card so that we may improve our services. Circle the appropriate responses and provide comments as needed. Thank you.

<table>
<thead>
<tr>
<th>911 operator</th>
<th>Poor</th>
<th>Marginal</th>
<th>Satisfactory</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our response time</td>
<td>P</td>
<td>M</td>
<td>S</td>
<td>G</td>
<td>E</td>
</tr>
<tr>
<td>Fire suppression</td>
<td>P</td>
<td>M</td>
<td>S</td>
<td>G</td>
<td>E</td>
</tr>
<tr>
<td>Medical treatment</td>
<td>P</td>
<td>M</td>
<td>S</td>
<td>G</td>
<td>E</td>
</tr>
<tr>
<td>Other service</td>
<td>P</td>
<td>M</td>
<td>S</td>
<td>G</td>
<td>E</td>
</tr>
</tbody>
</table>

Specify:
- Performed jobs efficiently
- Communicated clearly
- Answered questions
- Anticipated needs
- Took special care of you
- Were enthusiastic about their jobs

Overall service

Comments:

________________________________________

Comment Card
FIRE CHIEF
Fairfax County Fire and Rescue Department
4100 Chain Bridge Road
Fairfax, VA 22030