

After the fire



What you **need** to know



City of Rochester
Fire Department

The Rochester Fire Department is committed to protecting our citizens from fire and assisting them in dealing with property loss.

This pamphlet was developed to give people recovering from fires some useful information that may be necessary in the first days after the incident. If you have additional questions, please call 311 (outside the city call 428-4990) to be directed to agencies that can help.

Having a fire can be a traumatic experience for you and your family. The Rochester Fire Department is here to help, from installing free smoke and carbon monoxide detectors for eligible home owners to providing safety education in schools and at community festivals.

We hope this information is helpful to you. No one is truly prepared for the impact a fire can have on their lives, so do not hesitate to ask for the help you need.

A handwritten signature in dark ink, reading "Salvatore Mitrano, III". The signature is written in a cursive style with a prominent "S" and a stylized "M".

Salvatore Mitrano, III
City of Rochester
Fire Chief

What The Rochester Fire Department Will Do:

As part of normal firefighting operations, the Rochester Fire Department will:

- Fight the fire as quickly and safely as possible to save lives and limit property damage
- Work with our ambulance provider to ensure timely emergency medical services for any victims
- Once the fire is out, secure the property from short-term weather damage
- Ensure utilities are shut off, if necessary
- Notify City officials of the fire damage so that they can do an assessment
- Investigate the cause and origin of the fire
- Work with the American Red Cross and residents to secure temporary housing
- File a fire incident report that is available to you for insurance purposes

Securing yourself and the site is the first step to getting back to normal.



What You Need To Do:

- If you have homeowner's or renter's insurance, contact your insurance agent immediately for help.

If you do not have insurance, the American Red Cross may be able to assist you.

If you receive assistance from the Department of Social Services, contact your caseworker.

- If it is safe, after the fire is out, collect important information and valuables before leaving your home, including:

Driver's license, social security cards, health insurance documents, bank account information, etc.

Medications, medical devices, credit cards, cash, jewelry

- If you are the property owner, you must:

Secure the property against further damage and/or intrusion.

All accessible openings (windows and doors) must be locked or boarded immediately, in accordance with City Code Chapter 90, Section 17-B. There are several local companies that provide board up services for a fee, which can be found in the Yellow Pages or on the Internet. You may wish to contact the Better Contractors Bureau and/or check references. The Rochester Fire Department does not endorse any one particular service.

- Secure the necessary permits for construction, rehabilitation and/or utility reconnection before anyone moves back in. A representative from the City's Neighborhood and Business Development Department will contact you to inspect the property and let you know what needs to be done.

- If you are a renter:

Contact your landlord as soon as possible.

Secure your property.

Important Phone Numbers:

City of Rochester Assistance:

Communications Bureau (Copies of Fire Reports): 428-7406

Inspections & Compliance (Making Your Home Safe): 428-6520

Fire Department – Fire Safety: 428-7037

Fire Department – Youth Intervention Program: 428-7103

Fire Department – Fire Chief's Office: 428-6759

Other City Service Requests: 311
(Outside the city call 428-5990)

Other Agencies Who May Be Able to Help:

American Red Cross
(Emergency Housing Assistance): 241-4471

Legal Assistance (Low Income Residents): 232-4090

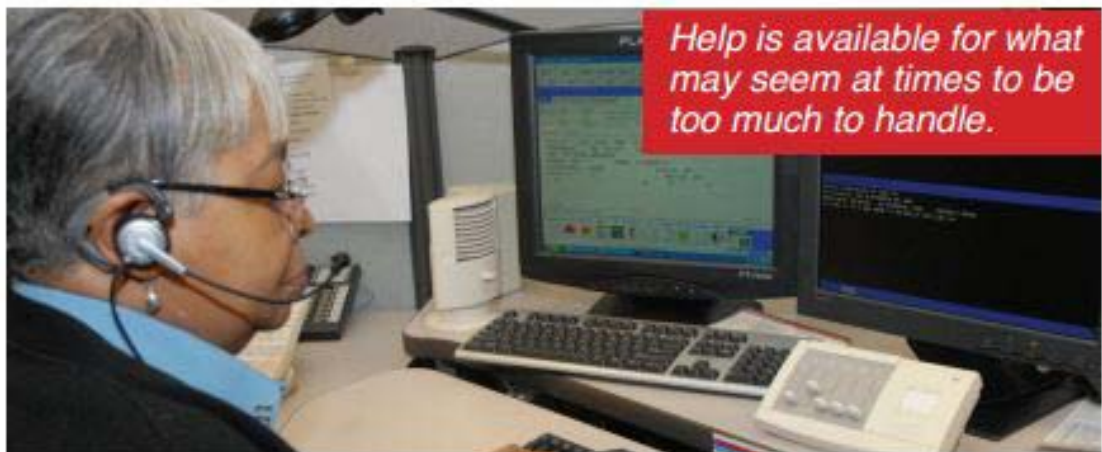
Better Contractors Bureau: 338-3600

Rochester Gas & Electric Customer Service: 800-743-2110

Monroe County Department of Social Services: 753-6007

Other Human Services Resources: 211

Emergencies: 911



Help is available for what may seem at times to be too much to handle.

Some other things to consider:

■ If you have to move out, there are many contacts to make:

U.S. Post Office and any other regular delivery

Your mortgage company, bank, insurance agency

Your family and friends

Your employer

Your children's school (some City schools offer the program "After the Fire: The Teachable Moment" to help students and their peers deal with their fears in the wake of a fire)

Utility and service companies

■ Documents may need to be replaced:

Driver's License (NYS Department of Motor Vehicles)

Birth and death records (Monroe County
Department of Health)

Social Security cards (U.S. Social Security Administration)

Bank records (your bank)

Medical records (your doctor/health insurance company)

■ Make sure your home is safe before you move back in:

Make sure the property has been approved by the City

Make sure gas and electric utilities have been reconnected by RG&E – NEVER reconnect utilities yourself or use a generator, stove, or other temporary means of heating

Make sure you have working smoke and carbon monoxide detectors and replacement batteries.