

In case of flooding

2026



This guide was designed to support people affected by a flood.

It outlines the steps to take when water threatens your home, as well as essential recommendations and advice to ensure your safety and that of your loved ones, and the long-term viability of your home if it has been flooded.

It is important to stay informed about the evolving situation and the guidelines in effect in your area by:

- following the social media pages of your municipality and Urgence Québec;
- by registering for the citizen alert service on your municipality's website;
- listening to local radio and television stations.

Know [how to communicate in an emergency situation, whether it's to report a danger, reassure your loved ones or share information on social media.](#)



The information presented in this guide is also available online, on the [Quebec.ca/flood](https://quebec.ca/flood) webpage.



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Help and support



Psychosocial support and assistance

Experiencing a disaster like a flood can disrupt your daily life and cause unusual physical, emotional, or behavioral reactions.

Pay attention to your own reactions and those of your loved ones:

- anxiety, distress or frequent crying;
- lack of interest or energy;
- aggressiveness;
- difficulty concentrating or confusion;
- increased consumption of alcohol or drugs.

Psychosocial support is available to you.

Staff specializing in psychosocial intervention are available to support you, advise you and direct you to resources adapted to your needs or those of your loved ones.



Contact Info-Social at 811 and select option 2 to speak with a qualified professional. This service is free and confidential. It is available 24 hours a day, 7 days a week.

How to take care of yourself

Even though the situation is difficult, some things you can do can help you feel better. If needed, don't hesitate to ask for help. Here are some helpful tips:

- Find out about the services and resources available;
- Maintain a routine (meals, sleep, daily activities);
- Move regularly, according to your abilities;
- Talk about your situation and needs with a trusted person to avoid isolation;
- Limit your exposure to media reports that can relive the event continuously;

- Postpone important decisions if you are upset;
- Seek professional support if you are experiencing fatigue or exhaustion;
- Allow yourself, as much as possible, moments of pleasure and relaxation.



How to support children in emergency situations

You can support your children by taking simple and reassuring actions that will help them feel safe:

- Reassure your children about the feelings they are experiencing and take their fears seriously;
- Explain to them what is happening. However, avoid giving them too many details if they are very young;
- Avoid exposing them to traumatic or repetitive images of the disaster;
- Encourage them to talk about the situation;
- Listen to their questions and answer them to the best of your ability;
- Do activities with them that help pass the time and cope better with the situation.



Additional information

For more information on how to react after a disaster and what resources are available to help you, visit the [Getting Better After a Disaster](#) webpage on the site [Québec.ca](#).



Government financial assistance

If you have been affected by a flood, you may be eligible for financial assistance from the government.

You can apply if you are:

- owner or tenant of your main residence and that you lived there at the time of the flood;
- owner of a rental property;
- business owner.



Good to know

To learn about the eligibility requirements for the General Financial Assistance Program in the event of a disaster, eligible expenses, and the amounts granted, or to submit your application, visit the Quebec.ca/flood-aid webpage, or scan the QR code.



Before making your request

Take the following steps:

- ÿ Contact your municipality as soon as possible to identify yourself as a disaster victim;
 - ÿ Contact your insurance company to file a claim. Ask for a written response, regardless of whether your claim is accepted or denied. If your flood protection is insufficient or if you have no coverage, you may be eligible for financial assistance from the government;
- Do n't wait for a damage assessment specialist to visit and evaluate the damage. Take photos or videos of all the damage. These photos and videos will help determine the amount of financial assistance you may receive.



Before submitting your application (continued)

- ÿ Start your cleaning and demolition work without delay to limit the risks to your health. Follow the recommendations presented in the [Home Cleaning](#) and [Home Repair and Reconstruction](#) fact sheets to carry out your work safely; _____
- ÿ Check with your municipality if a permit is required before undertaking any renovation, demolition or reconstruction work;
- ÿ Keep your receipts for expenses related to cleaning and repairs.

How to submit your application

Homeowners and tenants, visit [Quebec.ca/flood-aid](#) To apply for financial assistance online and expedite the processing of your application, you can submit it by mail by downloading the form that applies to your profile.

You can also contact the Ministry of Public Security (MSP) for additional information or support:

- by telephone, at number 418 643-AIDE (2433), or toll-free at number 1 888 643-AIDE (2433);
- by email, to the address aide.financiere@msp.gouv.qc.ca.

To find out the deadline for making a claim, visit [Quebec.ca/admissibles-claims](#).

Financial assistance for heritage buildings

If you own a heritage building, you may be eligible for financial assistance if restoration work needs to be done on your property following a flood.

Check your obligations before undertaking any work

If your building is protected by the *Cultural Heritage Act*, a work permit may be required, in addition to the municipal permit.



Contact the Ministry of Culture and Communications through the regional office for your area ([contact details for regional offices](#)). for more information on [financial assistance or applicable requirements, including permits](#).



Health and safety



Food preservation

During a flood, food and medications can be contaminated by contact with polluted water or during a power outage. Consuming them can lead to health problems or reduce the effectiveness of medications.

What to do with food affected by water

Following a flood, sort and select any food that has come into contact with the water to prevent food poisoning.

Pantry

Discard any food stored at room temperature that has been in contact with contaminated water or that is in non-sealed containers such as peanut butter, muffins and crackers.

Commercially canned goods are leak-proof even when submerged in water. However, you should still follow these recommendations:

- Inspect the cans and discard any that:
 - are damaged (e.g., cans that are swollen, punctured, broken, or heavily rusted),
 - sinking or having holes,
 - are too crushed or pushed in to be stacked normally or opened with a can opener;
- Clean, rinse and dry the cans before opening them;
- Check that the food looks normal when you open the can.

Fruits and vegetables from the vegetable garden

If your vegetable garden has been flooded:

- Discard any fruits, vegetables, and herbs that have grown above ground, such as strawberries or lettuce;
- Carefully clean vegetables that have grown underground, such as potatoes and... carrots.



What to do with food in case of a power outage

If a power outage lasting more than six hours occurs during or after a flood, you should sort through the food in your refrigerator and freezer.

Food and medicine in the refrigerator

The following foods can be stored if they show no signs of spoilage:

- whole fresh fruits and vegetables;
- pasteurized fruit juices;
- firm block cheeses (e.g., cheddar, mozzarella), parmesan, processed cheese or sliced cheese;
- butter, margarine, yogurt;
- jams, sweet spreads, peanut butter;
- commercial condiments and sauces (e.g. mustard, ketchup, mayonnaise, salad dressings);
- baked bakery products (fruit tarts, cakes, muffins, biscuits).

Throw away or compost all other food: meat, fish, eggs, milk, prepared meals, etc.

Do not consume medications left in your refrigerator; return them to the pharmacy instead.



Astuce

By avoiding opening your appliance doors too often, you will keep your food fresh longer.

Generally speaking, during a power outage:

- Food stored in the refrigerator stays cold for approximately 4 to 6 hours;
- Food in a freezer in good condition and filled to its maximum capacity can be kept for up to 48 hours, and 24 hours if it is half full.



Food in the freezer

The following foods can be refrozen under certain conditions:

- ÿ Partially thawed foods with frost on the surface of their packaging may refreeze if the center of the food is still hard;
- ÿ Raw, thawed foods whose temperature has remained at 4°C or less can be cooked immediately for quick consumption or refrozen once cooked;
- ÿ The following fully thawed foods, provided their containers have remained intact:
 - hard block cheeses,
 - bakery products (e.g., bread, muffins, bread dough, cakes without filling, fruit tarts, biscuits),
 - pasteurized fruit juices and fruit.

Discard any fully thawed perishable food if it has been exposed to a temperature above 4°C, such as:

- ÿ meats and poultry;
- ÿ Fish and seafood;
- ÿ dairy products and eggs;
- ÿ prepared dishes containing these foods raw or cooked.

Remember that there's no point in taking risks with food that shows signs of spoilage or has a suspicious appearance. If in doubt, throw it away.



Vous avez des questions?

Contact the Ministry of Agriculture, Fisheries and Food

➤ 1 800 463-5023

➤ [Quebec.ca/store-dispose-of-food](https://www.quebec.ca/store-dispose-of-food)



Water consumption

During a flood, drinking water can be contaminated by microbes or chemicals.

Take precautions before consuming or using your water, depending on whether it comes from a municipal water system or a well, even if it appears clear and odorless.

Water from the municipal water system

If your water comes from a municipal water system, it is considered potable, meaning safe for consumption, unless otherwise indicated by local authorities.

If in doubt, before consuming it, check if there is a boil water advisory or a do not consume advisory issued by your municipality or the network operator.

Water from a well

If your water comes from an individual well, it must be considered non-potable, that is, unfit for consumption, even if it looks clear and odorless.

Until you know if the well water meets the standards, boil it vigorously for one minute before consuming it or use bottled water.

Boiled or bottled water can be used for drinking, preparing food, drinks and ice cubes, as well as for preparing baby formula.

Before you can consume the water, make sure to:

- disinfect your well;
- Have your water analyzed by an accredited laboratory.

Consult the [Well Disinfection](#) fact sheet for the steps to follow.



Important

If you suspect chemical contamination, use only bottled water.



Boil water advisory

If your water comes from the municipal water system and a boil water advisory is issued by the municipality, boil tap water for at least one minute at a rolling boil before drinking it.

You can use boiled water for the following purposes:

- prepare infant formula, baby bottles and baby food;
- prepare beverages, juices, tea and coffee;
- wash the vegetables and fruits that are eaten raw;
- prepare foods that do not require prolonged cooking (canned soups, jellies, etc.);
- make ice cubes;
- brush your teeth and rinse your mouth;
- Give pets water, allowing the water to cool sufficiently before offering it to them.

Unless otherwise indicated in the boil water advisory, you can use tap water, without boiling it, for personal hygiene and household uses.

Notice of non-consumption

If your municipality issues a water safety advisory, use only bottled water or other potable water.

Do not rely on your home water treatment system, as this system is not effective against the contaminants present.

Follow the authorities' guidelines regarding the use of tap water for domestic purposes, such as washing clothes or dishes and for personal hygiene. Certain restrictions may apply depending on the contaminants present and their concentration.



As soon as a notice is lifted

Open all cold water taps and let the water run for a few minutes before using it, to allow the pipes to drain completely.

Empty, wash and disinfect the ice machines.

If you have a water treatment system, refer to the manufacturer's recommendations for required maintenance. However, it is not necessary to drain the hot water tank.

Water storage and distribution

Always keep a supply of drinking water at home for all members of your family and for your pets. Your supply should contain enough drinking water for at least three days, or:

- six litres of water per person for consumption;
- six additional litres of water for food preparation and personal hygiene (e.g., brushing teeth);

- Sufficient water for your pets.

In the event of a prolonged water shortage, the municipality will set up a water distribution system to meet the essential needs of the population until the situation is resolved. To find out where the distribution points are, contact your municipality or consult its website and social media pages.



Well disinfection

After a flood, your well water may be contaminated by sewage or chemicals.

You must disinfect your well and have the water tested to ensure it poses no health risks before consuming it.

Steps to follow

1

Wait for the water to recede completely.

Wait at least 10 days after the floodwaters have completely receded before disinfect your well and have the water tested.

2

Disinfect the well and rinse it.

Remove foreign objects and deposits using a skimmer net. If possible, brush the inside wall of the well to remove dirt;

Pour bleach into the well, then mix well with the water already present.

To help you, you can use a clean garden hose. The amount of bleach required depends on the characteristics of the well (diameter, depth, etc.); **Open** all the taps in the house (hot and cold water). As soon as you smell the bleach, close them and wait 24 hours for the solution to work. **Do not drink the well water** during this time. Use bottled water.

ÿ After 24 hours, open the taps and let the water run until the bleach smell disappears.



3

Have the water tested

One week after disinfection:

Have your well water analyzed by a laboratory accredited by the Ministry of the Environment, Climate Change, Wildlife and Parks to detect the presence of E. coli, enterococci and total coliforms.
Only results free from any contamination confirm that the water meets drinking water quality standards;

Request an analysis to check for the presence of other contaminants, if you suspect that substances, such as hydrocarbons or pesticides, ended up in the water during the flood.

While awaiting the results:

Boil the water vigorously for one minute before consuming it or
Use bottled water.

If, after the analyses, the results still do not meet the standards:

Have your well inspected by a well digger.



Vous avez des questions?

Contact the Ministry of the Environment, the Fight Against Climate Change, Wildlife and Parks

➤ 1 800 561-1616

➤ [The quality of the water from my well](#)



Injury and infection prevention

Protect your health by adopting simple practices. By handling loads carefully and promptly treating any injuries, you reduce the risk of accidents and infections.

Handling of loads

Prevent injuries by taking the following precautions:

- Avoid pulling, pushing, or lifting excessively heavy or unwieldy loads, as this can cause muscle problems in the back, shoulders and knees;
- Avoid carrying objects that are too heavy or straining yourself too much;
- Reduce the weight of the load to be transported;
- Use appropriate handling or transport equipment;
- Prioritize teamwork in order to distribute the effort;
- Ensure that the loads to be handled are compact and allow for a good grip close to the body;
- Minimize the distances you have to travel when transporting a load.

In case of injury

If an injury occurs during cleanup or reconstruction work, act quickly:

- Clean any wound immediately, even minor ones, with soap and drinking water, then cover the wound with a sterile dressing;
- Check that your tetanus vaccination is up to date;
- Consult a doctor if you have deep or contaminated wounds.



If you have questions about your health or that of your loved ones, call Info-Santé at 811 and choose option 1 to reach nursing staff, or consult a health professional.



Carbon monoxide poisoning

Fuel-burning appliances, such as generators, wood stoves, or space heaters, can produce carbon monoxide, a toxic, odorless, colorless, and potentially fatal gas. Take precautions when using them to ensure your safety and the safety of your loved ones.

Precautions to take

To avoid carbon monoxide poisoning:

- Install a battery-operated carbon monoxide alarm (a smoke detector does not detect carbon monoxide);
- Follow the rules for using and maintaining your fuel-burning appliances;
- Never obstruct the air inlets and outlets of your fuel-burning appliances;
- Never use fuel-burning appliances indoors (e.g., space heaters, barbecues or camping stoves);
- If you use fuel-burning appliances, such as a generator, place them outside in a ventilated area and away from doors and windows;
- Use a battery-operated carbon monoxide detector or wear a personal upper-body detector with audible and visual alarm while performing hazardous work;
- Ensure adequate ventilation of the premises.

What to do in case of alarm or symptoms

If your carbon monoxide alarm sounds or if you experience symptoms of poisoning such as headaches, nausea, fatigue, or dizziness:

- Leave the premises immediately;
- Dial 911 or call the Quebec Poison Control Centre at 1 800 463-5060;
- Leave the door open when you leave the premises to allow the area to air out completely;
- Do not use your fuel-burning appliances before having them checked by a qualified person.



Important

Wait for authorization from the service fire safety to return inside, even for a few minutes.



Mold removal

Mold growth is possible after floodwaters recede. If it becomes widespread, mold can cause health problems.

Pay attention to signs that indicate the presence of mold, such as musty, earthy or alcohol smells, as well as greenish or blackish stains on walls, ceilings and inside cupboards.

Preventing the growth of mold

Clean and thoroughly dry all water damage within 24 to 48 hours of the floodwaters receding. Beyond this timeframe, mold may develop.

Discard porous materials that are heavily damaged by water, such as carpets, mattresses, upholstered or fabric-covered furniture.

Ensure that the humidity in the house is kept low enough to prevent condensation from forming (usually between 30 and 55%).

Precautions to take during cleaning

Wear safety glasses, rubber gloves, and a respirator (N95 mask) to avoid unnecessary exposure to mold. Ensure the mask covers your nose and mouth, and replace it after a few hours of use, or more frequently if it becomes damp, soiled, or torn.

Avoid cleaning when more vulnerable people are in the room, such as children and people with asthma or allergies.

Also, make sure to ventilate the premises well before allowing your loved ones to return.

Clean the affected surfaces

For small, easily washable surfaces of less than one square meter:

- Remove stains using a clean cloth and an all-purpose cleaner;
- Dry the surface thoroughly.



Large-scale cleanup

If surfaces require extensive cleaning (especially surfaces larger than one square meter, numerous surfaces or surfaces that are difficult to clean) or if mold returns after cleaning, call in companies specializing in post-disaster cleaning.



Bon à savoir

For all recommendations related to cleaning work, see the [Home Cleaning fact sheet](#).

To treat mold present in a heritage building, it is possible to call upon the expertise of the [Quebec Conservation Centre](#).

Symptoms associated with mold exposure

The symptoms that can be associated with mold exposure vary. Each person may react differently depending on their level of exposure, age, and overall health.

The main symptoms are:

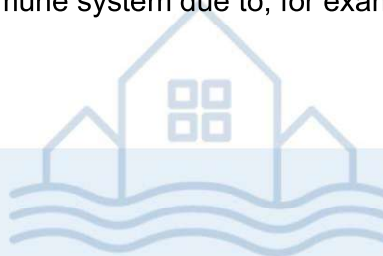
- irritation of the eyes, nose and throat;
- a runny nose, sinus congestion, symptoms similar to those of a cold;
- wheezing or coughing;
- an increase in the frequency and severity of asthma attacks;
- chronic fatigue;
- Headaches.

If you believe that your symptoms or those experienced by members of your family may be caused by the presence of mold, call Info-Santé at 811 and choose option 1 to reach nursing staff, or consult a health professional.

People at risk

Some people are more likely to develop health problems as a result of exposure to mold, including:

- people suffering from allergies;
- people suffering from asthma or chronic respiratory diseases;
- infants and young children;
- elderly people;
- people with a weakened immune system due to, for example, chemotherapy treatment or a recent organ transplant.



Animal welfare

Take the necessary steps to protect your pets, farm animals, or livestock during an emergency, such as a flood. Know how to ensure their safety if an evacuation is necessary.

Pets

Prepare an emergency kit that can be easily transported in your vehicle.

For most pets, the kit should include the following items:

- transport cage;
- leash and harness;
- identification photo;
- health record identifying the vaccines received;
- list of medications, accompanied for each one by the medical condition treated, the dosage, the frequency of administration, as well as the contact details of the veterinarian;
- water and food reserves for 7 days;
- bowls for water and food, can opener, etc.;
- if possible, some objects they like (blanket, toy, etc);
- For cats, a litter box and a supply of litter.

Also, arrange for accommodation for your pets in case you are unable to take them with you. This could be, for example, a pet boarding facility or the home of a family member.



Key points to remember

Many temporary shelters for disaster victims do not accept pets.



In case of evacuation

Keep your pets safe or take them to your temporary accommodation , if permitted. Don't forget to bring their emergency kit.

Regardless of the situation, follow the instructions of the authorities and never put your safety at risk, for example if it is impossible for you to locate them or take them away.

As a last resort, pets can be confined inside your residence:

- Leave your pets free in an easy-to-clean, well-ventilated room without windows (e.g., bathroom, garage);
- Give them enough water and food for at least 3 days.

Never leave your pets tied up or confined outside.

If you leave your home without your pets, indicate their presence on the front door to inform first responders. Specify the number of pets and their breed.

Farm or livestock animals

If you are responsible for farm or livestock animals, it is important to prepare an emergency response plan.

This plan should include:

- the contact details of the services to be contacted if necessary (e.g. police, fire, insurance, veterinarian, transporter);
- a plan of the buildings for emergency services;
- an inventory of the animals;
- means of reducing the risks associated with flooding;
- means of evacuating or containing animals;
- means of subsistence (water, food, electricity) in case of prolonged confinement.

If you must leave your home, follow the planned evacuation and take care to minimize the negative effects on your animals.



Home protection



Home and property protection

In case of imminent flooding, take precautions to secure your home and protect your belongings.

In the house

Store items from the basement or ground floor up high, or move them upstairs.

Keep chemicals or harmful products (e.g., insecticides, used oil residues) out of the reach of children.

Block the basement sewer pipes if there is no backflow preventer.

Plug the drain in the basement.

Use an auxiliary sump pump to remove water from your residence if necessary.

Turn off the power to the entire house to eliminate any danger of electric shock or fire, making sure that your feet are dry and that you are not leaning against a metal object.



Important

If water starts to flood the basement, **don't touch anything!**

Contact your electricity company immediately to have the service interrupted at the meter or pole.

For all instructions relating to electricity, see the [Electricity fact sheet](#).



Gas and propane appliances

Close the main natural gas inlet, bearing in mind that it will need to be reopened by a specialist.

Close the valves on the propane cylinders and propane tanks.

For instructions on restarting appliances after flooding, see the [Fuel-Burning Appliances fact sheet](#).

Exterior of the house

Install sandbags and membranes in front of each entrance and opening (door, garage, window well) when recommended by your municipality. To learn how to build a dike, see the [Sand Dike Installation guide](#).

Remove or secure bulky items on your property to prevent them from being blown away or swept away by water.



Installation of a sand dike

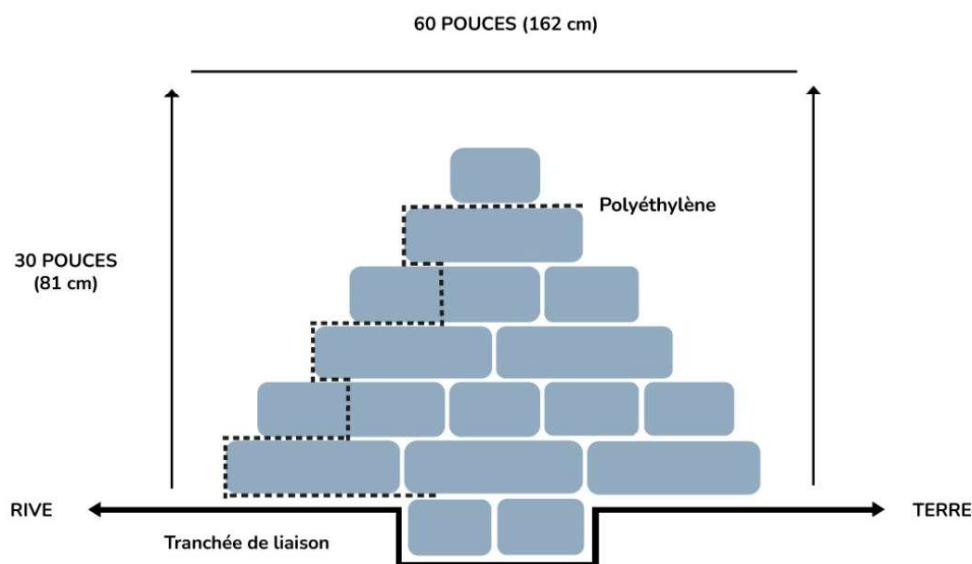
When advised by municipal authorities, install a sandbag dike to protect your home from rising water. Contact your municipality to find out how to obtain sandbags.

To build your dike

1. Fill the sandbags only halfway or two-thirds full. This allows the bags to conform the shape of the neighboring bags and to better hold in place.
2. Dig a small trench and use it as a foundation, as shown in the diagram below. This helps to keep the dike in place against the water pressure.
3. Place the bags in the first row perpendicular to the axis of the wall or bank. If possible, install them on firm ground rather than on ice or snow.
4. Arrange each new row at a right angle to the row below and the row next. This alternating arrangement reinforces the stability of the dike.

Use of a flexible polyethylene membrane

It is recommended to insert a flexible polyethylene membrane to stop water seepage. To be effective, place this membrane from the ground up to the second-to-last row, and form successive "S" shapes, as suggested in the diagram below.



Electricity

In the event of flooding, check your electrical installations and appliances to prevent damage and to ensure their safe use.

If flooding is inevitable, but water has not yet begun to invade the basement, turn off the power to the entire house to eliminate any danger of electrocution or fire.

To do this:

- make sure that your feet are not on a wet floor and that you are not leaning against a metal object;
- flip the main switch to the off position .



If water starts to flood the basement, **do not touch anything!** Contact your electricity company immediately to have the service shut off at the meter or pole.

After the waters receded

Restore power to the electrical installations:

- If the service has been interrupted by Hydro-Québec or by your electricity company, only a master electrician can restore it;
- If the power hasn't been interrupted, but water has leaked into the house, consult a licensed electrician before restoring power. They will assess the condition of your electrical system and perform the necessary repairs to restore it to proper working order.

Consult the [electrical checklist | after a flood](#) to find out what work needs to be done on the electrical installation and equipment.



Key points to remember | Before the work

Electrical installation work must be carried out by a contractor holding an electrical license (subcategory 16).

Before hiring a contractor, make sure they hold this license by consulting the [directory of members of the Corporation of Master Electricians of Quebec \(CMEQ\)](#), or by calling 1-800-361-9061.



Fuel-burning appliances

Improper use of natural gas, propane, or gasoline appliances during a flood can endanger your safety and damage your appliances. Follow the guidelines below to minimize risks and prevent damage.

Natural gas and propane appliances

Any gas appliance, meter, or regulator that has been partially or completely submerged during a flood poses a potential danger. Follow these instructions to ensure your safety and that of your loved ones:

- Do not enter flooded areas where there is electrically operated equipment or gas appliances with assisted venting, as electric shocks could cause serious injury;
- Never attempt to reopen your gas connection or appliances yourself if they have been shut off for safety reasons. You could endanger your health or the health of your loved ones and damage your installations;
- Be careful with propane tanks; they may have been displaced by water during the flood and their connection to the building may be damaged.

Appliances damaged or affected by water

Have your equipment inspected by a qualified person holding the appropriate license. This inspection will allow for an assessment of its condition and for any necessary repairs to be carried out to ensure safe operation.

Once this step is completed, your natural gas or propane distribution company will be able to restore the connection and proceed to relight the appliances.

Do not attempt to move damaged propane gas cylinders without consulting your municipal fire department.

Check your oil, fuel oil, gasoline, etc. tanks. If there are any leaks, plug them and contact the Emergency-Environment service of the Ministry of the Environment, the Fight Against Climate Change, Wildlife and Parks, at 1 866 694-5454, making sure that your safety is never compromised.



Restoration of equipment not affected by the flood

Contact your distribution company's customer service to schedule a qualified technician to reconnect your service and turn your appliances back on. Your presence is required during the reconnection.



Bon à savoir

A list of qualified and specialized gas contractors holding a valid license from the [Régie du bâtiment du Québec \(Quebec Building Authority\)](#), may be sent to you by your distribution company depending on your place of residence.

Generator

Follow the installation and operating instructions if you are using a generator:

- Read the manufacturer's instructions when purchasing your generator and have the installation done by a qualified professional;
- Place the generator outside your house and garage, in a well-ventilated area, away from doors and windows. This will prevent exhaust fumes from entering your home. Place the generator on a raised platform and protect it from the elements.
- Turn your home's main switch to the off position *before* connecting your generator, then plug electrical devices (lights, appliances) directly into the generator outlets;
- Check that the extension cords used are safe and approved by the Canadian Standards Association (CSA);
- Use the generator according to its capacity, making sure to turn it off for 1 hour every 8 hours. Before refueling, stop the generator and let it cool down.



Construction radiators

If you are using fuel-powered construction heaters (e.g., propane or natural gas) to dry out your building, exercise caution and comply with regulatory requirements:

- Do not live in the building during the entire period of radiator use, in order to avoid carbon monoxide poisoning;
- Ensure that ventilation allows outside air to enter, so that any trace of carbon monoxide is eliminated before people re-enter the building;
- Use a battery-operated carbon monoxide detector or wear a personal upper-body detector with audible and visual alarm while performing work;
- Do not store propane cylinders inside the building, as leaks can cause an explosion;

- Install the radiators on a horizontal, solid and non-combustible base;
- Place the radiators at a safe distance from all combustible materials, in accordance with the standards indicated on the radiator's rating plate;
- Use, if required, a flexible hose of at least 4.6 m (15 ft) and at most 24 m (75 ft) for the propane supply to the appliances.



Informations additionnelles

For more information, you can consult the post-disaster checklists of the Corporation of Master Pipe Mechanics of Quebec (CMMTQ):

- [Natural gas appliances and installations \(PDF 184 KB\)](#)
- [Propane gas appliances and installations \(PDF 177 KB\)](#)
- [Oil-fired appliances and installations \(PDF 150 KB\)](#)



Septic system

Septic systems are generally quite resistant to flooding because they are buried underground. The main risk arises when wastewater is no longer treated, which can contaminate groundwater and surface floodwaters.

During flooding, septic tanks and pumping stations can also fill with silt and debris. They must then be emptied and cleaned by a qualified professional.

During a flood

In case of flooding, take the following steps to protect your septic system:

- Turn off the electrical systems that power your septic system;
- Reduce water usage to the bare minimum to decrease the risk of sewage backup in the residence;
- If you have an NQ 3680-910 certified treatment system, follow the recommendations of the manufacturer or the professional who performs the maintenance;
- Do not empty your septic tank or retention tank during the flood, as this may damage them.

After a flood

Avoid using your septic system if the ground is still flooded. If sewage has backed up into your basement, clean the affected area and disinfect the soil.

As soon as the ground is no longer flooded or saturated with water:

- Have your septic tank, reservoirs, and pumping station (if applicable) emptied as soon as possible. Fill your septic tank with water;
- ensure that the access covers are secure and that the inspection ports have not been blocked or damaged;
- Before restoring power, examine all electrical connections to check for damage. Make sure the devices are clean and dry;
- Repair the damage that has been caused to the vegetation cover.



Important

Always consult a qualified professional if you suspect a breakdown or malfunction.

of your installation.



Plumbing

Before using your plumbing fixtures, ensure that the municipal sewer system or your septic system is functioning properly. In the latter case, consult the [Septic System](#) fact sheet. _____
to find out the usage recommendations.

Next, clean:

- tap outlets (clean or replace aerators, shower heads and their flexible hoses);
- check the drainage outlets of sanitary fixtures and ensure they are functioning properly (including the inside of the toilet tank, as well as the overflow of sinks and bathtubs and the pipes of a hydromassage bathtub);
- the retention pits, and check the operation of the lift pumps;
- Floor drains and backflow preventers (protection against sewage backup). If necessary, have the condition of the backflow prevention devices checked by a certified inspector.

Drain, clean, and replace the water softener filters on all treatment equipment in the home, including:

- the treatment units connected to the taps;
- the filters that are located in the refrigerator (cold water or ice dispenser).

If you are unsure about the maintenance to be carried out, contact a specialist or the company where the devices were purchased.



Bon à savoir

The CMMTQ offers a [post-disaster checklist | Plumbing](#). It specifies the work that you can do yourself and that which must be carried out by a member of the CMMTQ holding license 15.5 – Plumbing.

- You can reach the CMMTQ at 1 800 465-2668.



Evacuation and relocation



Home evacuation

Evacuate your home if you feel your safety is compromised or if the authorities ask you to.

Where to go in case of evacuation

If an evacuation order is issued, your municipality may set up temporary service and shelter centres to accommodate those affected. To find the locations of these centres, consult your municipality's website or social media pages, or contact them directly.

You can also choose to go to the home of relatives or family members if possible. Wherever you find shelter, inform your local municipality that you are in a safe place.

Instructions for a safe evacuation



If you have the time, and without compromising your safety, take these essential items with you for each member of your family:

- medications;
- hygiene products;
- spare clothes;
- blankets;
- money;
- identity documents;
- your car and house keys;
- milk, baby bottles and diapers;
- electronic devices and accessories used for their connection;
- items necessary for the well-being of people with special needs;
- the equipment your assistance dog or pet needs.





Before leaving:

- close the doors and windows, and lock the doors;
- Turn off the water, electricity and gas supply if the authorities ask you to. Then refer to the manufacturer's or service provider's instructions.

If an odor is noticeable or damage to natural gas equipment is visible:

- Leave your home immediately and contact your natural gas distributor's emergency service.

If you have mobility issues or special needs:

- Check with your municipality to find out what transportation services are available in case of an evacuation.

If you have a pet:

- Take the necessary steps to ensure their safety. The temporary accommodation may not accept pets;
- Consult the [Animal Welfare fact sheet to ensure the safety of your animals](#) in an evacuation case.



During the evacuation:

- Respect the existing signage and the security perimeters established by the authorities;
- Do not venture onto a closed road, as it could lead you to blocked or dangerous areas;
- Never drive through a flooded area, as your engine is likely to stall or you risk being swept away by a strong current;
- See the [Travel Planning sheet for more tips on how to travel safely](#).



Astuce

Always keep your petrol tank half full or your electric car battery sufficiently charged so you can evacuate quickly in case of an emergency.





If you leave your home of your own accord, notify your municipality, specifying:

- > the time of your departure;
- > your temporary accommodation (for example with family, neighbors or acquaintances).

Also inform:

- > your loved ones, preferably by text message, email or social media message so as not to clog the telephone lines;
- > your employer, if you need to be absent from work, and agree with him on the arrangements to be made;
- > inform your service providers (e.g., Hydro-Québec, telecommunications services, gas company, housekeeping) of the situation you are in and agree with them on the arrangements to be made.



Wait for authorization from the authorities before returning home.

Note that active monitoring of the areas evacuated by the authorities is carried out regularly to ensure the safety of the premises.



Key points to remember

[Prepare your family plan and emergency kit](#) It allows you to be prepared to face any unforeseen situation.



Travel planning

Avoid walking, cycling, or driving in flooded areas. Submerged objects, such as swimming pools or open manholes, can be particularly dangerous and may even cause drownings.

Before hitting the road

Check road conditions on the various Québec 511 platforms ([website](#) and [mobile applications](#)) or by phone, at number 511. Check with your municipality for the condition of municipal roads.

Make sure your vehicle is fit to go to your destination (mechanical, fuel or electrical charge).

Check that your car emergency kit is complete and that it is in the trunk of your vehicle.

Inform your loved ones of your travel plans and the route you will be taking.

During your travels

Drive carefully and do not hesitate to abandon your vehicle if the engine stalls.

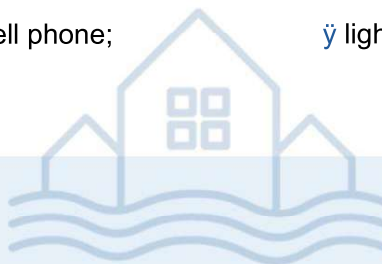
Respect the signage in place and the safety perimeters established by the authorities, particularly around flooded areas, regardless of the means of transport used.

Never drive on a closed or flooded road.

Car emergency kit

Here are some useful items to have in your emergency kit:

- bottled water;
- dry snacks;
- covers;
- spare clothes and shoes;
- charger or charging cable for cell phone;
- flashlight and spare batteries;
- jumper cables;
- windshield washer fluid;
- first aid kit;
- lighting devices to be visible.



Recovery



Reintegration into the home

If you have evacuated your home at the request of the authorities, wait for their confirmation before returning. Conduct an initial daytime inspection to better identify any problems and hazards, then take the following steps.

Steps to follow

1

Make your situation known

If your home has been flooded:

- ÿ Contact your municipality to identify yourself as a disaster victim;

- ÿ Call your insurance company to open a claim;

If your flood protection is insufficient, or if you have none,

Consult the [Government Financial Assistance fact sheet to find out](#) if you are eligible for the General Financial Assistance Program.

2

Make sure your home is safe

Check if there is any major work to be done before you can move back into your home. Walk around your house to identify any problem areas, such as:

- ÿ electrical wires on the ground;

- ÿ a gas smell;

- ÿ significant debris.

Carefully enter your home and look for signs that may indicate structural damage in the event of water damage, such as:

- ÿ part of the roof is weakened;

- ÿ damaged framework;

- ÿ a sloping wall;

- ÿ cracks in the ceilings;

- ÿ sagging floors;

- ÿ doors that no longer close.



Key points to remember

If in doubt, consult a building expert.

If major work needs to be done on your house before you return, board up the windows, lock the doors and cover any damaged areas.



3

Carry out the cleaning and repair work

ÿ Find out more about the actions to take by consulting the following pages:

- [Home cleaning,](#)
- [Cleaning the grounds,](#)
- [Home repair and reconstruction,](#)
- [Waste management;](#)

Choose reputable specialist firms for evaluation services, cleaning or disinfection, or for repair work;

ÿ Keep receipts for all cleaning and repair expenses.

4

Have your services restored

ÿ Contact your service providers (electricity, gas, telecommunications) to inform them that you have returned to your home and to have services restored in accordance with applicable standards;

ÿ If you are unable to pay invoices from service providers or creditors due to the situation, contact the customer service department of each provider or your financial institution to make arrangements.



Informations additionnelles

Contact Services Québec if you need to replace your cards, permits or certificates issued by government departments and agencies or if you wish to obtain information on government programs and services.

➤ 1 877 644-4545

➤ [Quebec.ca/services-quebec](https://quebec.ca/services-quebec)



Home cleaning

Within 24 to 48 hours of a flood or as soon as you return to your home after evacuating it, clean, disinfect and dry all objects and surfaces that have suffered water damage to prevent, in particular, the appearance of mold.

Precautions to take before cleaning

Before starting any cleaning work, take these precautions to ensure your safety and that of those around you:

- Ventilate the rooms by opening the windows and doors to reduce humidity below 50%;
- Avoid any risk of electrocution by following the instructions given in the [Electricity sheet](#); _____
- Consult the [Carbon Monoxide Poisoning fact sheet](#) before using fuel-burning appliances (e.g., pressure washers, generators);
- Do not carry out the cleaning in the presence of vulnerable people, such as children and people with asthma or allergies.

What to do with damaged materials

Some materials and objects absorb water, making cleaning impossible. It's best to dispose of them quickly to prevent mold growth and exposure to viruses and bacteria.

For example :

- porous materials: carpet, insulation, Placoplâtre (gypsum panels);
- soaked upholstered items: mattresses, pillows, cushions, plush toys;
- Items exposed to floodwater: beauty products and toiletries, wooden cutting boards, baby bottle teats, baby pacifiers.



Protect yourself during cleaning

Cleaning can expose you to dangerous contaminants. Protect yourself to avoid contact between water or contaminated materials and your skin, eyes, respiratory system, or mouth:

- Wear the necessary personal protective equipment (respiratory protective device, rubber gloves and boots, long clothing and protective goggles);
- Wash your hands often with soap and water or use an alcohol-based antiseptic product;
- Do not eat, smoke, or handle your contact lenses in the cleaning area;
- Change your cleaning clothes every day, put them in a sealed plastic bag and wash them separately;
- Avoid all direct contact with dead animal carcasses. For more information, see the [Site Cleanup fact sheet](#).

Clean surfaces and objects

Now that everything that needs to be thrown away has been discarded, clean the remaining surfaces and objects.

Surfaces and objects affected by floodwater

Clean non-porous surfaces and objects (metal, glass, plastic) that may have come into contact with contaminated water. Use warm water and a mild, ammonia-free soap. Scrub thoroughly, then allow to dry. This step is usually sufficient to remove most contaminants.

Pay particular attention to objects that may come into contact with food or be put in the mouth (utensils, toys, etc.). After cleaning, disinfect them thoroughly. You can use a commercial disinfectant or the following homemade recipe: 5 ml (1 teaspoon) of bleach per 1 liter of water.

Allow washed and disinfected surfaces and objects to air dry .

Consult the [Mold Removal fact sheet to learn how to spot and remove mold on surfaces and materials affected by floodwater](#).

Surfaces not directly touched

It is recommended to also clean surfaces that have not been affected by floodwater.



Important

Never mix bleach with ammonia or other cleaning products.



Avoid any risks associated with stored chemicals

During cleaning, avoid mixing different cleaning products, as irritating and toxic fumes may be released.

During the flood, chemical containers may have been damaged or moved.

Take the following precautions to reduce the risks:

- Ventilate rooms where chemicals have been spilled. If a product presents a fire hazard, do not use electrical appliances or any source of ignition (candle, open flame);
- Do not smoke, eat or drink near the spilled products;
- Never move broken or unidentified containers; seek advice from your municipal fire department;
- Contact a specialist firm in case of a spill and inform your company insurance.

Consult the [Waste Management fact sheet](#) or [contact your municipality](#) to find out how to dispose of your hazardous materials.

To store or handle your chemicals safely

Store cleaning products in their original container and ensure that it is tightly closed .

Ensure adequate ventilation and maintain a distance between hazardous waste materials during storage.

Follow the instructions on the safety data sheet or the supplier's label.

You can also consult the [Toxicological Directory of the Commission des normes, de l'équité, de la santé et de la sécurité du travail](#).



Bon à savoir

Discover practical tips for safely cleaning your house and grounds: [Quebec.ca/clean-house-ground](https://quebec.ca/clean-house-ground).



Site cleanup

As soon as the floodwaters have receded, begin the cleanup work on your property.

Cleaning tips

Call 911 immediately if you see one or more electrical wires on the ground.

Contact the service provider if you find a telecommunications wire or cable on the ground. An orange label with the provider's contact information is usually located on or near the installation.

Carefully remove all debris from the ground.

Check with your municipality regarding the permits or authorizations required before undertaking any work on:

- backfill (bringing in a mass of material and compacting it to create an elevation, leveling ground, filling a cavity);
- excavation (removal of materials);
- stabilization of a slope on a riverbank or floodplain.

If your property is protected under the *Cultural Heritage Act*, you may be required to obtain authorization for any work, in addition to your municipal permit. Learn more about the necessary steps by visiting the following page: [Quebec.ca/culture/patrimoine-archeologie/proprietaires/faire-travaux](https://quebec.ca/culture/patrimoine-archeologie/proprietaires/faire-travaux).



Important

Never touch wires and electrical installations that are on the ground.

What to do with a dead animal

You can dispose of a small dead animal in the following way:

- Wear disposable gloves or use a shovel;
- Place the animal in a tightly sealed, sturdy plastic bag, then in a second bag;
- Place the bag in a bin intended for regular waste collection;
- Thoroughly clean the equipment used to handle the animal and wash your hands with warm water and soap.

If the animal is too large to be placed in a bag, contact your municipality.



Tips for safely felling trees

Before undertaking any tree removal work, contact your municipality to find out about the applicable regulations.

Use equipment in good condition, suitable for the tasks, and follow the manufacturer's recommendations.

Check that the equipment's safety devices are functioning correctly.

Wear personal protective equipment that meets current standards: safety trousers and boots for the use of a chainsaw, as well as safety glasses and a helmet.

Use a specialist company if the felling is too complex, for example because of the presence of a building (swimming pool, shed).

Never cut down a tree within 3 meters of a live power line or one that could fall within 3 meters. Hire a company accredited by the power grid operator. If in doubt, contact your electricity provider.



Additional information

Safety tips before pruning or cutting down a tree – Hydro-Québec:

[Hydroquebec.com/securite/lignes-electriques/eviter-accidents-elagage-abattage-arbres.html](https://hydroquebec.com/securite/lignes-electriques/eviter-accidents-elagage-abattage-arbres.html)



Home repair and reconstruction

After a flood, it's important to restore your home quickly to protect your health and prevent further damage. First, check the building's structural integrity to ensure there are no major risks, such as cracks, sagging floors, or unstable walls. Once this check is complete, you can begin the reconstruction work by following the steps below.

Steps to follow

1

Remove the accumulated floodwater with a pump or bucket

If there is a lot of water in the subsoil and the surrounding soil is saturated:

- **Avoid** pumping the water too quickly, because the pressure could deform the slab or foundations, especially if they are weakened by cracks or are not made of poured concrete;
- Lower the water level by 60 cm (2 ft) at a time;
- **If** the water rises again, it means the ground is still saturated: wait 12 hours before... start again.

2

Remove and discard the damaged materials

As soon as the water recedes, clean up the mud and debris. Remove any flooded items and furniture that cannot be cleaned.

• **Porous coatings**

Porous wall and floor coverings, not to mention furniture such as cabinets. Among the porous materials (which absorb water), we find gypsum, paneling, carpet, vinyl, laminate flooring, acoustic tiles, melamine;

• **Wood panels (Aspenite, OSB or plywood)**

Damaged panels or those that cannot be dried. However, avoid removing too many, as they prevent the structure from deforming;



Important

Remove porous materials up to at least 50 cm (20 inches) above the highest mark left by the water.



ÿ **Fiber insulation**

Glass wool, rock wool, cellulose, vapor barrier (polyethylene membrane) and tar paper used in the assembly of walls and floors;

ÿ **The water heater and other insulated equipment**

You must remove them if water has reached the insulation, because it is difficult to dry it quickly, which can encourage the growth of mold.

Also inspect the following:

ÿ **Rigid insulation**

Made of polystyrene foam (*Styrofoam*) or sprayed urethane, they can sometimes be waterlogged. They must be removed if they are wet or to allow the materials they are resting on (concrete, wood panels) to dry;

ÿ **Structural timber**

If the timber (*stud*) can be dried, it can be preserved;

ÿ **Exterior cladding**

They can be affected, regardless of what materials they are made of (wood, vinyl, etc.).

- Porous and damaged

They must be removed and replaced.

- Not damaged or metallic

It may be necessary to remove them temporarily to allow the materials behind them to dry (for example, wooden panels, wet and inaccessible from the inside);

ÿ **Materials that have not been soaked in water**

The suspended ceiling, because moisture may have reached it even if it was not touched by water.

Not all carpets appeared to have been affected by the flood.



5

Proceed with the reconstruction work

Once the house and materials are completely dry, you can begin the reconstruction work. Check with your municipality to find out about applicable regulations and to see if a permit is required.

You can carry out some work yourself. However, work related to electricity, gas, or petroleum equipment must be carried out by specialized contractors holding a valid license in the appropriate subcategories.

Before entrusting the work to a contractor

Consult the [Register of License Holders](#) to verify that the contractor holds a valid license.

Demand a contract that includes the contractor's license number, a detailed description of the work, and a timeline for its completion.

Heritage buildings

Work carried out on a building protected under the Cultural Heritage Act must be performed by a specialized company or a craftsman to be eligible for financial assistance from the Ministry of Culture and Communications. A work permit may also be required, in addition to the municipal permit.



Additional information

Consult the websites below for additional information to help you complete your work:

➤ [Safety instructions and checklists – Quebec Building Authority](#)

➤ [Quebec.ca/culture/heritage-archeology/owners/do-works](https://quebec.ca/culture/heritage-archeology/owners/do-works)



Waste management

After a flood, ensure proper management of your waste materials, depending on their nature.

If you have any questions regarding waste management, contact your municipality.

Non-hazardous residual materials

Non-recoverable food waste should be put in the compost, if this service is available in your municipality.

Other waste must be disposed of according to the waste management procedures established by your municipality (e.g., ecocentre, bulky waste collection). This includes:

- demolition waste;
- the jumbled debris found on the ground;
- furniture and household items;
- household appliances and electronic devices.

Sandbags

If the sandbags you used to protect your home during a flood are contaminated, for example if they give off an odor, return them to your municipality.

If they are not contaminated, you can:

- keep them intact by storing them for future use;
- return them whole to your municipality, which will dispose of them properly.

Regarding bags in poor condition that cannot be reused, but are not contaminated, specific and temporary collections or drop-off points may be set up by the municipalities concerned.

You can also keep the sand removed from the bags and reserve it for your personal use or contact your municipality to find out how to dispose of it.



Important

Under no circumstances should you use sand from sandbags to design children's games, such as a sandbox, since these must be, with certainty, free from organic, toxic or dangerous materials.



Hazardous waste materials

Return expired medications or medications that have been in contact with floodwater to the pharmacy.

For other household hazardous waste, use the collection or disposal methods provided by your municipality, particularly for:

- > petrol and fuel oil;
- > pesticides for domestic use;
- > aerosols and solvents;
- > paints and their containers;
- > the oils;
- > Mercury batteries and lamps.

Handle hazardous waste materials with care and be sure to wear the required protective equipment. If in doubt, contact your municipal fire department.

Exercise particular caution with pool products that have come into contact with floodwater. These products may react and emit unpleasant or even toxic gases or vapors. Report any incidents involving these products to your municipal fire department.



Report any spills or accidental emissions into the air to Emergency-Environment at 1 866 694-5454.



Additional information

Learn more about the right steps to take to recycle your waste materials:

➔ recyc-quebec.gouv.qc.ca/citoyens/mieux-recuperer/quoi-faire-avec-chaque-matere



Vehicle flooded

Follow the instructions below if your road vehicle has been flooded.



Important

Do not start your vehicle if it has been flooded, as its operation may have been affected by the water.

To be moved, the vehicle must be towed or transported.

A flooded vehicle must not be put back into circulation.

Under no circumstances should flooded road vehicles be put back into circulation, including motorcycles and recreational vehicles (motorhomes, camper vans). The law prohibits their return to circulation to prevent unsafe vehicles from being on the road network.

A flood can cause electronic component failures, creating a risk to your safety on the road. Putting a flooded vehicle back on the road can lead not only to malfunctions, but also to health problems related to mold or bacteria present in absorbent materials such as fabrics or foam.

A flooded vehicle is a vehicle beyond repair.

The insurance company has a duty to assign the status "Irrecoverable" to a flooded road vehicle. This means it can never be put back on the road. Only some of its parts can be used.

All flooded road vehicles are included, including motorcycles and recreational vehicles (motorhomes, trailers). The only excluded vehicles are work vehicles, farm tractors, snowblowers, and trailers and semi-trailers other than those converted, in whole or in part, into dwellings or offices.



Criteria for a flooded vehicle to be declared a total loss

To be declared a total loss, a flooded road vehicle must meet at least one of these criteria:

- To have been flooded up to the junction of the deck and the floor of the passenger compartment or to a higher level;
- Having been flooded to a level that could have affected one of the major components of its electrical system (except in exceptional circumstances);
- Having been flooded and posing a health risk due to the presence of mold or bacteria;
- Having been flooded and declared a "total loss" by the insurer, the insurance company.

Major components of the electrical system

The major components of the electrical system are:

- a fuse or circuit breaker box;
- electrical wiring with unsealed connections located inside the passenger compartment;
- an electronic component:
 - of the supplementary system for restraining occupants,
 - of the system controlling an element of the drive system,
 - of the self-diagnostic system,
 - of the passenger compartment's heating, air conditioning or ventilation system,
 - of the demisting or defrosting system,
 - the braking, acceleration or steering system or any other system that may affect the vehicle's handling, stability or safety.

Exceptions

A flooded vehicle may be eligible for an exception when the following conditions are met:

- The vehicle did not originate from outside Quebec;
- The vehicle was flooded in fresh water;
- The damage to the vehicle was limited to major components of its electrical system located outside the passenger compartment;



Exceptions (continued)

- The damage to the vehicle is covered by an insurance contract or the vehicle owner is a person exempt from the obligation to hold the insurance contract stipulated therein;
- The vehicle repair eliminated any risk related to the flooding and, to that end:
 - The major damaged components have been replaced with new original components, and the insurer has established control mechanisms to ensure this.
 - the vehicle repair was carried out by a person whose expertise and knowledge were deemed sufficient by the insurer to ensure that it was done according to best practices.

Some parts of a flooded vehicle can be recycled.

All parts can be recycled, with the exception of major electrical system components and parts that may pose a health risk, i.e. those made entirely or partially of absorbent materials (fabric, foam, etc.) since they may contain bacteria or mold.

A flooded vehicle from outside Quebec

A flooded vehicle from another province cannot be imported into Quebec for reconstruction, regardless of the circumstances:

- its origin;
- the status recorded on its registration certificate or title deed.



Vous avez des questions?

Contact the Société de l'assurance automobile du Québec.

- 1 800 361-7620
- saaq.gouv.qc.ca/securite-routiere/vehicules-routiers-inondes



Quick reference guide



Quick Reference Guide – Useful Resources

To report an emergency

- **911:** Emergency services in case of a serious problem or urgent need

To obtain health advice or psychosocial support

- **811, option 1 | Info-Health:** to reach qualified nursing staff regarding a non-urgent health problem
- **811, option 2 | Info-Social:** to quickly reach a professional in psychosocial intervention for support, advice, and referral to appropriate resources

To learn more about the programs and services of the Government of Quebec

- **Services Québec: 1 877 644-4545**

To obtain information on the services available in your area

- **311:** Non-emergency municipal services (offered in many municipalities)
- **211:** Community, public and parapublic services and programs

ÿ Government financial assistance

Ministry of Public Safety

Owners, tenants and businesses affected by a flood

- 418 643-AIDE (2433) | Toll-free: 1 888 643-AIDE (2433)
- [Quebec.ca/flood-aid](https://quebec.ca/flood-aid)

Ministry of Culture and Communications

Owners of heritage buildings

- [Quebec.ca/government/ministries-organizations/culture-communications/coordinates-structure/regional-directions](https://quebec.ca/government/ministries-organizations/culture-communications/coordinates-structure/regional-directions)

ÿ Food preservation and animal welfare

Ministry of Agriculture, Fisheries and Food

- 1 800 463-5023
- [Quebec.ca/store-dispose-of-food](https://quebec.ca/store-dispose-of-food)
- [Quebec.ca/animals-emergency](https://quebec.ca/animals-emergency)



ÿ Drinking water | Individual well | Septic system | Waste materials

Ministry of the Environment, the Fight Against Climate Change, Wildlife and... Parks

- ✚ 1 800 561-1616
- ✚ [Quebec.ca/agriculture-environment-and-natural-resources/drinking-water](https://quebec.ca/agriculture-environment-and-natural-resources/drinking-water)
- ✚ [Environment.gouv.qc.ca/water/potable/folder/index.htm#disinfection](https://environment.gouv.qc.ca/water/potable/folder/index.htm#disinfection)
- ✚ [Environment.gouv.qc.ca/water/water-usees/isolated-residences.htm](https://environment.gouv.qc.ca/water/water-usees/isolated-residences.htm)
- ✚ [Environment.gouv.qc.ca/matieres/inter.htm](https://environment.gouv.qc.ca/matieres/inter.htm)

Recyc-Québec

- ✚ [Recyc-quebec.gouv.qc.ca/citoyens/mieux-recuperer/quoi-faire-avec-chaque-matere](https://recyc-quebec.gouv.qc.ca/citoyens/mieux-recuperer/quoi-faire-avec-chaque-matere)

ÿ Electricity

Hydro-Québec

- ✚ 1 800 790-2424
- ✚ [Hydroquebec.com/securite/maison/inondation-securite-electrique.html](https://hydroquebec.com/securite/maison/inondation-securite-electrique.html)

Corporation of Master Electricians of Quebec

- ✚ 1 800 361-9061
- ✚ cmeq.org

ÿ Upper road network condition

Ministry of Transport and Sustainable Mobility

- ✚ 511
- ✚ [Quebec511](https://quebec511)

Natural gas and propane | Plumbing

Corporation of Master Pipe Mechanics of Quebec

- ✚ 1 800 465-2668
- ✚ cmmtq.org

Natural gas distributors

- ✚ enbridgegaz.com
- ✚ energir.com



ÿ Work on a heritage property or a building located in a heritage site

Ministry of Culture and Communications

↘ [Quebec.ca/culture/patrimoine-archeologie/proprietaires/faire-travaux](https://quebec.ca/culture/patrimoine-archeologie/proprietaires/faire-travaux)

Carbon monoxide | Mold

Ministry of Health and Social Services

↘ [Quebec.ca/health/tips-and-prevention/health-and-environment](https://quebec.ca/health/tips-and-prevention/health-and-environment)

ÿ Home repair and reconstruction

Building Authority

↘ 1 800 361-0761

↘ rbq.gouv.qc.ca/les-grands-dossiers/inondations

Quebec Housing Corporation

↘ 1 800 463-4315

ÿ Flooded vehicle

Quebec Automobile Insurance Corporation

↘ 1 800 361-7620

↘ saaq.gouv.qc.ca



