

## CITY NUMBERS

City Hall	440.580.3100
Strongsville Police	440.580.3230
Strongsville Animal Control	440.580.3180
Strongsville Fire Prevention	440.580.3225

## FAQ

**Q-**Why did the firefighters break the windows, cut holes in the roof, or damage drywall in the walls and ceilings?

**A-**Firefighters cut holes in roofs to ventilate the smoke and superheated gases. This allows for better visibility for firefighters to more easily extinguish the fire and provides more survivable conditions for victims.

**Q-**Why were there so many firefighters on scene?

**A-**Firefighting is a very dangerous and strenuous activity. Extreme inclement weather makes it more challenging. Extra firefighters allow for efficient and safe fire operations.

**Q-**When will the Fire Incident report be completed and can I get a copy?

**A-** The report is usually available within 48 hours after the incident. You can receive a copy at 17000 Prospect Road. Call or email so the report can be prepared before your arrival.

**Q-** How long will I be out of my house?

**A-** You will need to stay in touch with your insurance agent to determine the extent of damage and the course of action to reoccupy your home. House fires with significant damage may be uninhabitable for 6 months to a year.

## IMPORTANT INFORMATION

Date and Time of Fire \_\_\_\_\_  
Location of Fire \_\_\_\_\_  
Incident report number \_\_\_\_\_  
Fire Investigator \_\_\_\_\_  
Insurance Agent name telephone \_\_\_\_\_  
Insurance Policy number \_\_\_\_\_  
VIN and license plates for ALL vehicles \_\_\_\_\_

## EMERGENCY ANIMAL CARE

Medvet	216.362.6000
Westpark Animal Hospital	216.252.4500
Animal Clinic Northview	440.327.8282
Little River Pet Resource	440.236.8905
Forever Friends Clinic	440.926.3231

## HOSPITALS

Southwest General	440.816.8000
SWGHS Brunswick	330.558.0070
Cleve. Clinic (CCF) Main	216.445.4513
Brunswick CCF	330.741.7000
Fairview CCF	216.476.4306
Medina CCF	330.723.3118
UH Parma	440.743.4000

## RELIGIOUS ORGANIZATIONS

Christ Church	440.236.8282
First Ev. Lutheran Church	440.238.7890
Grace Church	440.243.4885
St. Joseph Church	440.238.5555
Pathway Church	440.878.9890

## MISCELLANEOUS

American Red Cross	216.431.3010
Goodwill	440.783.1168
Salvation Army	440.239.1350
Emergency Food Bank	440.846.0197
13200 Pearl Rd	

## TOWING

Center	440.238-9993
Rich's	440.234-3435
RJ Towing	216.276.2123

## TRANSPORTATION

RTA Main	216.566.5100
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## COUNTY AGENCIES

Board of Health	216.443.7500
Coroner's Office	216.721.5610

## UTILITIES

CEI	800.589.3101
Columbia Gas	800.344.4077
Cleveland Water	216.664.2444
NEORS	216.881.8247

# How to Recover After the Fire

## SURVIVAL GUIDE

### PICKING UP THE PIECES



## Strongsville Fire & Emergency Services

17000 PROSPECT ROAD  
STRONGSVILLE, OHIO 44149  
440.580.3210  
440.572.4349 fax  
[www.strongsville.org](http://www.strongsville.org)  
Email: [fire@strongsville.org](mailto:fire@strongsville.org)



## WHAT TO EXPECT

A fire in your home can cause serious damage. Your home and contents may be badly damaged by flames, heat, smoke & water. You will find things not damaged by fire may still be ruined by smoke and saturated with water used to put out the fire. Anything you want to save or reuse will need to be carefully cleaned.

To fight the fire, firefighters may have broken windows and cut holes in the roof. This slows the fire growth and gets rid of smoke that makes it hard for the firefighters to see. They may cut holes in your walls to make sure that the fire is completely out and not hidden in the wall.

It is important to understand the risk to your safety and health, even after the fire is out. The soot and dirty water left behind may contain toxins that could make you ill. Be careful if you go into your home and touch any fire damaged items.

## FIRE SCENE AND STRUCTURE SAFETY

There may be water, glass, toxic gases, hazardous materials and unstable structures. The Officer In Charge (OIC) is constantly evaluating scene safety for both you and his firefighters.

**CAUTION TAPE** may be placed to establish unsafe areas and hazard work zones. Please do not cross into these areas unescorted.

The fire crews will be opening walls and ceilings to check for fire extension and making sure the fire is out. They will complete an exterior examination of the structure, looking for damaged or dangerous utilities, unstable structures or other potentially hazardous conditions. The OIC will provide an update as soon as they can. Safety is the highest priority. When it is safe to do so, the OIC or his designee may escort the owner/occupant through the fire scene and around the structure. Under most conditions, this tour will not occur until the fire investigation has been completed and the fire department is ready to release control of the scene and return the property to the owner.

## WHAT DO I DO NOW?

Contact your insurance company as soon as possible to initiate an insurance claim. Your agent will be able to talk you through the process, including emergency lodging and living expenses. Make sure to request fire restoration and board up companies from your agent. Be clear who is going to pay for different pieces of the restoration process and make sure you have written copies of **every** agreement.

Confirm with the city building department that your contractor is licensed, bonded, and insured with the city.

## IF UNINSURED

Your family and community organizations may be able to assist. They may include, but not limited to:

- American Red Cross (ARC)
- Salvation Army
- Religious organizations
- Public agencies, ex. Board of Health Department
- Community groups
- State/Municipal emergency services office
- Nonprofit crisis-counseling centers
- Veterinary facilities

## TAKE CARE OF YOURSELF

Contact your local disaster relief service, such as ARC or Salvation Army for assistance. They will help you find food, clothing, medicine and a place to stay. You are not alone, get rest and ask for help.

## HELP YOUR PETS

Scared animals often react by biting or scratching. Handle them carefully and try to leave pets with a family member, friend, or veterinarian if you are visiting or cleaning your damaged home. Keeping your pets out of the house until the cleanup is complete will keep them safe.

## DO NOT

- Remove items from the scene until the adjuster has documented items.
- Sign contracts with contractor until you have met with insurance adjuster.
- Reuse any food, medications, clothing or other personal items if they have been exposed to heat, smoke, or water. Replace, discard or have them professionally cleaned.

## IMPORTANT

Start a journal and document all events, names and contact information with all the people you interact with.

## INVESTIGATIVE PROCESS

The fire department will hold the scene overnight and no entry will be permitted until the investigation is completed. The Lead Investigator will obtain a *Consent to Search* as part of the investigation. You can obtain a copy of the Investigative Report by calling the fire department.

## SECURITY AND SAFETY

The fire department will make sure the utility services (water, electricity, gas) are safe to use. If they are not safe, firefighters will have your utilities turned off or disconnected before they leave. **DO NOT** try and turn them back on yourself. Notify the police department to let them know you will be away from your home. Your property will receive special attention until the home is secured. In some cases, you may need to board up windows and doors so no one can enter.

## FINANCES

- Contact your Landlord or mortgage lender.
- Contact your credit company to report credit cards that were lost.
- Contact utility companies
- Save all of your receipts for any money you spend. The receipts may be needed later by the insurance company, and you will need them to prove losses claimed on your tax return.
- Contact your local bank to replace any damaged currency.

*I am sincerely sorry about the events surrounding your emergency today. We are committed to helping resolve this emergency and investigate the cause. We are also here to help assist you and your family in recovering from this unfortunate incident. Please contact me if you have any questions.*



Chief Jack Draves

*Jack Draves*