

For more Info or Help

with fire
or other natural
disasters contact:

American Red Cross

<http://www.redcross.org/>

Ready Clayton

<http://www.readyclayton.com>

<http://www.ready.ga.gov>

<http://www.gema.ga.gov>

<http://www.fema.gov>

*Victims Assistance Providers (VAP)

Pace's Emergency Services

<http://www.pacesrestoration.com>

678-466-1800

Paul Davis Restoration

<http://www.pdrestorations.com>

888-473-7669 or 770-389-8808

1-800-BoardUp

<http://www.1-800boardup.com>

800-262-7387

Ideal Development Concepts

<http://www.idealdevelopmentconcepts.com>

678-546-0313

** Most Victims Assistance Providers will not bill uninsured homeowners for basic securing of the home. If you are insured, VAPs will work with your insurance company to assist you in the process of fire restoration. Please note that you are NOT OBLIGATED by CCFES to utilize their services. Be sure to check with your insurance service first, as they may have their own preferred VAPs.*



Clayton County Fire & Emergency Services
7810 Highway 85, Riverdale GA. 30274
770-473-7833 • www.ccfes.org

After the Fire



Clayton County Fire & Emergency Services

Putting the Pieces Back Together.
What to do in the next 24 hours



When Disaster Strikes

Nothing can ever fully prepare you for the damage or loss of possessions, keepsakes, and property that happen when disaster strikes. In an instant, life suddenly changes and our lives are turned upside down. CCFES would like to help. We have found that oftentimes the hardest part of putting it all back together again is figuring out where to begin and who to contact. We have prepared this brochure to help in this basic, but very crucial first step.

We hope that following information will assist you in reducing your losses, speed the process of recovery, and be an invaluable tool in your return to a normal lifestyle.



Recovering from a fire can be a

physically and mentally draining process



Your First Steps. . .

- If you are insured, contact your insurance company for detailed instructions on submitting a claim, protecting your property, conducting inventory, and contacting a fire damage restoration company. If you are renting, contact the property owner.
- You may want to contact The American Red Cross. The Red Cross may be able to assist you with your immediate basic needs such as a temporary place to stay, clothing, food and medicine.
- To help expedite the recovery process after a disaster strikes an insured or uninsured homeowner has choices and may select one of CCFES-approved Victim Assistance Providers (VAP). Whichever VAP you choose, their quick response team will provide services that may include board up and tarp service, water extraction, crisis counseling, temporary relocation service, and many more. You can find the list of approved VAPs on the back panel of this brochure.

A CCFES representative will remain on scene until Victim Assistance Resources or The American Red Cross arrive.



Commonly Asked Questions

Q. Why are windows broken or holes cut in the roof?

As a fire burns, it moves upward, then outward. Removing windows and cutting holes in the roof (ventilation) stops that outward movement of smoke and heat and enables us to locate potential victims, fight the fire more efficiently, and results in less damage to the structure. These procedures also reduce the risk of serious injury to our firefighting personnel.

Q. Why are holes cut in the walls?

Pockets of fire, burning embers, or heated insulation can hide inside the interior walls of the structure. The sheetrock is removed from these affected areas to ensure that the fire is completely extinguished.

Q. Why has my power, gas or water been shut off to my residence?

During a fire, electrical wires and gas lines may have been damaged & pose additional hazards to firefighting crews. Water lines can also be burned or damaged, and if left on, can do further water damage to your home.

Q. Is it possible to obtain a copy of the fire report?

Yes, It generally takes up to 24 hours for a fire report to be completed. To obtain a copy, it is a good idea to call first to be sure it is ready when you arrive. Please see the back panel of this brochure for the CCFES address and contact information.