

## Residual Fire Retardant

To clean, simply hose off surfaces that have red pigment.

Fire retardant is a mixture of water, fertilizer and a red pigment. It won't harm your children or pets if contacting the retardant before washing it.



## Documents and Records

Below is a [Checklist](#) of documents you may need to replace.

Birth certificates	School records
Passports	Title to deeds
Driver's licenses	Military discharge
Citizenship records	Stocks and bonds
Social security cards	Automobile titles
Credit cards	Warranties
Checkbooks/statements	Wills
Medical records	Military identification
Medical insurance cards	Insurance policies
Bank books	Income tax records
Payment books	Marriage/divorce papers
Animal registrations	Prepaid burial contracts
Vaccination records	List of Medications

**Social services and welfare clients:** notify your Case workers if identification cards for check cashing, medical care or food stamps have been destroyed.

**Birth/death records:** Caughlin Fire affected residents contact Washoe County District Health Department :

<http://www.co.washoe.nv.us/health/ahs/bdr.html>

1001 E. Ninth Street, Reno  
Building B, first floor, Birth and Death Records  
(775) 328-2456

**Passport** replacement assistance: call the U.S. Post Office at 1-800-275-8777.

**Social Security Card:** call the Social Security Administration at 1-800-772-1213.

## Marriage/divorce & Real Estate records:

**Caughlin Fire affected residents call:**

Washoe County Recorder's Office  
<http://www.co.washoe.nv.us/recorder>  
1001 E. Ninth Street, Bldg. A, Suite 140/150  
P.O. Box 11130  
Reno, NV 89520-0027  
1-(775) 328-3661 - Real Estate  
1-(775) 328-3660 - Marriages

## Money Replacement

**Damaged paper money or coins** may be redeemable. Mail money via **registered mail, return receipt requested** to:



<http://www.moneyfactory.gov/damagedcurrencyclaim.html>  
Department of Treasury, Bureau of Engraving and Printing, Office of Currency Standards: Mutilated Currency Division, Bureau of Engraving and Printing: MCD/OFM, BEPA, Room 344A  
P.O. Box 37048  
Washington, D. C. 20013  
(866) 575-2361 (toll-free)  
If your **U.S. Savings Bonds** are lost or damaged, contact the Federal Reserve Banks to request replacement instructions:  
Federal Reserve Bank of Minneapolis  
PO Box 9109, Minneapolis, MN 55480  
1-800-553-2663 (toll-free)

## Temporary Housing

**Caughlin Fire affected residents**, if your house is uninhabitable and you have no place to go, contact the American Red Cross by county:

<http://www.nevada.redcross.org/>  
Northern Nevada Chapter, American Red Cross  
1190 Corporate Blvd Reno, NV 89502  
Telephone: 775.856.1000 | Fax: 775.856.3030

## In Difficult Times...

During stressful times of loss and uncertainties, the Nevada Department of Health and Human Services has counseling services:  
Crisis Call Center; Reno, NV 89507  
**1.800.273.8255** In addition to our 24-hour crisis hotline, we also offer crisis intervention services through text messaging. To access this service, text the keyword ANSWER to 839863

# What to Do After a Fire



*The State of Nevada and your local governments sincerely regret the terrible tragedy and loss you have experienced due to the fire.*

Fires are very traumatic events. Most people have little experience dealing with the aftermath of a significant fire. This brochure includes information that may be helpful to you in this time of crisis. Remember that you are not alone when disaster strikes. Your neighbors, your community, volunteer and faith based organizations, local fire departments, your county and the agencies of the State of Nevada are available to provide aid and comfort to the best of their abilities.



*This brochure was produced by the Nevada Department of Public Safety, Division of Emergency Management. Some of the content of this brochure was originally prepared by Jefferson County, State of Colorado, revised by the State of Arizona and is used with permission.*

# What to do After a Fire

## Call Your Insurance Carrier Right Away

**Don't settle claims or sign releases too quickly.** Confirm they will take care of security matters, i.e., boarding up your property, or call your landlord who can contact insurance carriers. **Take your time and make sure your agent knows of all your losses**, since it may be difficult to recall everything at once. Much more laundry and cleaning might be necessary due to smoky odors and fine smoke particles than first expected. **Obtain a copy of the fire report from your local fire department.** It may be required by your insurance agent. SAVE receipts for ALL expenditures related to losses in the fire.

**Check with your insurance company** to determine whether professional cleaning service costs are covered by your policy and if the insurer will either accept billing from the restoration company or will reimburse you. Questions about insurance coverage or claims? Contact the **Nevada Division of Insurance, Consumer Services** at (775) 687-0700 or toll free at (888) 872-3234, email [csc@doj.state.nv.us](mailto:csc@doj.state.nv.us), website: [www.doi.state.nv.us/](http://www.doi.state.nv.us/). For verification of state business licenses contact the Secretary of State at (775) 684-5708, or visit their website <http://nvsos.gov/>

## Contractors

BEFORE entering into a contract or paying for services, research all construction, cleaning and debris removal contractors. Contact the **Nevada State Contractors Board** at 775-688-1141, [www.nvcontractorsboard.com](http://www.nvcontractorsboard.com) to verify licensure. To inquire about complaints against contractors, go to the **Better Business Bureau of Northern Nevada** website <http://reno.bbb.org/> or call (775) 322-0657; toll free 888.350.4222 (NV & CA).

## Lost Power and Utilities

**Don't attempt to turn on the gas yourself.** Firefighters will immediately shut off gas and electricity. Utilities will remain off until the utility company determines it is safe to restore service. **Don't run wet appliances until a professional has checked them.** Damage, improper grounding or short-circuiting may cause property damage or safety hazards.

## Food and Water Safety

**Keep cold foods cold.** Closed freezers usually keep food frozen for at least 1 day, up to 3 days. A refrigerator is less able to keep food cool.



If power remains off, wrap frozen items in blankets or newspapers, pack in boxes, and move to a locker or a friend's freezer. **Discard the food**, if it may have been held above 41°F for more than 4 hours.

**Make sure water is safe to drink.** Boil your water unless your water company announces that water is safe to drink. Information regarding private wells in the **Caughlin Fire affected** area is available by contacting the Washoe County Department of Water Resources, call 954-4600 or visit [www.washoecounty.us/water](http://www.washoecounty.us/water)

**Landscape Care:** For information about what to do after the fire, contact your local Cooperative Extension, in Reno (775) 784-4848 or Nevada Division of Forestry (775) 684-2500 or visit **Living With Fire.info**



## Water Damage

**Check for water beneath vinyl flooring.** It can cause odors, warp the supporting wood, and eventually cause the floor to lift. Call a flooring dealer for suggestions to remove or loosen the remaining adhesive without damaging the covering. After you remove the covering, let wood dry thoroughly before replacing.

**Allow rugs and carpets to dry thoroughly.** Lay them flat and expose to warm, dry, circulating air. Fans help speed drying. Even though the surface may appear dry, moisture remaining at the base of the tufts can cause a rug or carpet to rot. Clean dried throw rugs by beating, sweeping, or vacuuming, and then shampooing. For more information, call a carpet dealer or installer.

**Assess damaged wood furniture and fixtures since they may be salvageable.**

- Clean mud and dirt off. Scrub with a soft brush and mild cleaning solution (vinegar and water)
- Wipe dry with a soft cloth
- Dry wood thoroughly to prevent mold and decay; don't dry in sun to prevent warping and twisting
- Open doors, windows and drawers; use fans to circulate air
- Tips to remove white spots or film
  - Rub the wood surface with a 4/0 steel wool pad dipped in liquid polishing wax. Wipe with a soft cloth and buff.
  - Rub wood surface with a cloth soaked in ½ cup household ammonia per ½ cup water



solution; wipe dry and polish with wax, or rub with a cloth soaked in a solution of ½ cup linseed oil

**To remove mildew stains from clothing, wash the stain with soap and water.** Rinse and dry in the sun. If still stained, use lemon juice and salt; or try one tablespoon bleach to one pint lukewarm water. Test colored garments before using any treatment.

**NEVER** mix chlorine bleach with anything other than water or laundry detergent. Chlorine bleach mixed with ammonia or other chemicals can result in toxic fumes with serious, potentially fatal results.

## Fire and Ash Damage

**Wood ash is a combination of nutrients and minerals left behind by burned wood.** The ash from vegetation can be messy, but not harmful. However, ash from a home or garage that has burned may be harmful, because of chemicals and consumer products in the home or garage. Wet the ash before removing it to avoid creating a potentially harmful dust.

**Wash cooking utensils**, such as pots, pans, and flatware with soapy water, rinse, and polish with a fine powder cleanser. Clean copper and brass with salt sprinkled on a vinegar-saturated cloth.

## Smoke Damage

**Wash smoke odor and soot from clothing.** Using one to two cups of white vinegar with each load of wash can help rid clothing of the "smoke smell."

## Propane and Household Chemicals

**Ensure that your propane tanks are secure and not leaking.** Check to make sure the lines have not been damaged by fire. If the fire may have damaged the tank or lines, don't use the propane and call your propane service provider. **Properly dispose of household chemicals** if the original containers or labels are damaged. Do not transfer chemicals to new containers.

