Measures to be taken after damage caused by water below the ground, e.g. sewer backup or flooding.

When water damage occurs, there are a number of steps you can quickly take while waiting for our teams to intervene. Here are our recommendations to help you protect your property and avoid any further damage if the residence does not pose a danger to your health or safety.

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Throughout the process, be sure to document the damage by taking photos and videos.

Put your safety first!

- Do not enter the basement if the electrical current is still present and the water level is likely to short-circuit electrical outlets.
- If you have gas appliances and you detect it's smell, contact Énergir and do not take any measure before that situation has been taken care of.
- To avoid infections, we recommend that you wear suitable protective equipment (goggles, gloves, N95 mask and boots).
- Switch off electricity.

Remove water

- Use a pump to remove as much water as possible.
- When possible, place uncontaminated object out of harm's way.
- Use a workshop vacuum to remove any remaining water.
- Remove and dispose of all wet objects. Only the solid, non-porous objects can be cleaned and disinfected.
- Install a dehumidifier (commercial if possible) and ensure that the relative humidity is below 60% (this should be done as soon as possible to prevent mold from forming).
- If possible, confine the affected area with a plastic wall and tape to prevent the moisture from causing collateral damage to other parts of the home.

Clean and disinfect impacted areas

- Remove and dispose of all building materials that have come into contact with contaminated water.
- Clean and disinfect walls and floors with a bleach-free disinfectant cleaner.

Ventilate and dry properly

- Only after cleaning and disinfecting, favorize air circulation (use fans in conjunction with your dehumidifier) to dry out the basement.
- Don't rebuild right away! Make sure the area has been properly dried out and wait for the claims adjuster to visit.

CAUTION

Waters from flooding and sewer backups are known as black waters and are unsanitary; they may contain sewage waste and other contaminants that may cause adverse health effects by direct contact or ingestion.

Buildings constructed before 1990 may contain asbestos in the materials. For more information we strongly recommend that you contact the authorities before stripping walls or floors.

Save all the invoices and supporting documents relating to expenses incurred, including living expenses if your home is not habitable.