

After the Flood

What to Do When
Floodwaters Recede



After the Flood

During a flood, all your energies are directed towards saving your home, your business, your community.

But what happens after the floodwater recedes?
How do you cope with the damage that's been left behind?

How do you deal with wet drywall, mold, damaged appliances or a well that has been overtopped?

This booklet provides detailed instructions on what you should do and who you can call to help with your flood recovery.

From detailed recommendations on how you should clean your home to telephone numbers you should call if you become overloaded with stress, After the Flood provides the information you need to restore your property to a healthy, safe condition.

Information is also available on the Manitoba government flood website at **manitoba.ca**.

Cleaning Up after a Flood

When You First Return Home After a Flood	1
Cleaning Needs.....	2
Other Clean-up Equipment.....	3
Hygiene/Safety.....	3
Clean Up.....	4
Removing Water.....	5
Heating and Appliances.....	5
Floor Drains.....	6
Structures.....	6
Carpets and Furniture.....	7
Clothing and Bedding.....	7
Toys, Cooking Utensils and Food Containers.....	8
Food and Medicine.....	8
Mold.....	9
Yard Work.....	9
Keeping Records.....	10

Protect Yourself from Mold

Recognizing Mold.....	11
Possible Health Effects.....	11
People at Greatest Risk.....	12
Cleaning Up Mold.....	12
Clean-Up Precautions.....	14

Well-water Safety

Risk Factors for Well-water.....	15
When Boiling is Necessary.....	15

Using Water for Other Domestic Purposes 16
Testing Well-water 16
Steps for Testing Well-water..... 16
Bacteria Testing Subsidy Program 17
Other Accredited Laboratories..... 17
Submitting Well-water Samples 18

Well Restoration after Flooding Subsides

Cisterns..... 19
Septic Systems 20
For More Information 21

Securing Hazardous Materials Containers after Flooding

Securing Hazardous Materials Containers..... 22
Securing Petroleum Tanks 23
Securing Propane Tanks 23

Managing Stress After a Flood

Have Realistic Expectations..... 24
Take Care of Yourself and Others 25
Help is Available/Telephone Numbers..... 26

Disaster Financial Assistance

Disaster Financial Assistance Program 27

Important Phone Numbers 28

Do NOT return home until authorities say it is safe to do so.

It's normal for you to be anxious to return home as soon as possible after a flood, but there are several steps that need to be followed before your home is safe to live in. This checklist will help you make sure your home is restored to a healthy, safe condition.

When You First Return Home after a Flood

- Return during daylight hours when it's easier to see problems and hazards.
- If the power was left on when you evacuated, do NOT enter the house until it has been inspected by an electrician.
- If you see a downed power line or smell gas, don't touch anything. Leave the area immediately and call Manitoba Hydro in Winnipeg at: 204-480-5900; or toll free 1-888-624-9376 (1-888-MB HYDRO).
- Before going into a flooded building, check to be sure the foundation, roof and other supports are safe. If you must force a door open, stand outside the doorway in case the ceiling gives way.
- Watch for buckled walls or floors or holes in floors or ceilings, etc.
- Avoid dangerous debris, such as broken glass and loose wiring.
- Don't touch the electrical panel or use any appliances, pressure or heating systems until an electrician can make sure they are safe. Authorities will let you know when power can be restored to your home.

- Use a flashlight (not an open flame) to check for damage inside.
- Household items damaged in the flood must be discarded according to local regulations.
- Your drinking water, sewage or septic system may be damaged. Check with your municipality if you have a municipal drinking water or sewage system. For details, see the Septic System section on page 19.

Cleaning Needs

- rubber gloves, boots, protective eyewear or goggles
- shovels to clean up sludge and other debris
- pails, mops, sponges, rags
- plastic garbage bags
- big containers for wet clothes and washable bedding and a clotheslines to dry them
- unscented detergent and household cleaners (scented products may cause allergies or cling to food containers or other food preparation surfaces)
- a disinfectant, such as bleach, for items such as cooking utensils, food containers and toys.
- If your well was overtopped by floodwater, it may not be operational (see page 18). An alternate water source may be required for cleaning purposes.

Other Clean-Up Equipment

- You may need extension cords, submersible pumps, wet/dry shop vacuums, carbon monoxide detectors, dehumidifiers, fans or heaters.
- Some generators and clean-up equipment can be rented, so check before you buy.
- If you're using gas-powered pumps, generators, pressure washers, etc., don't put them in enclosed areas and make sure you use a carbon monoxide detector, even in semi-closed areas.
- When using electrical equipment, ALWAYS keep the cords out of the water.
- If you're operating electrical equipment in wet areas, wear rubber boots.

Hygiene/Safety

- Avoid direct contact with contaminated water and surfaces – wear rubber gloves and boots.
- When working in cold standing water, wear insulated clothing and rubber boots, take frequent breaks to warm up and change into dry clothing as often as possible.
- Don't rub eyes, mouth, ears or nose with contaminated rubber gloves.
- Don't expose open sores or cuts to contaminated water or surfaces.
- Wash all exposed skin often with soap and water and bath or shower with soap and water at the end of the clean-up day.

- Change cleaning clothes daily and wash contaminated clothes separately.
- Thoroughly clean surfaces used for food (counter tops, storage shelves, etc.) and areas where children play.
- Ensure the area you are working in is adequately ventilated.

Clean Up

- Get your house back in order as soon as possible, to protect your health and prevent further damage.
- Pace the clean-up activities and take frequent breaks.
- Think of clean up in stages:
 - Remove the water.
 - Remove dirt and debris (ex: sludge left over from floodwater).
 - Throw out items that can't be cleaned.
 - Thoroughly dry out the building and its contents.
- Keep children away from contaminated areas during clean up.
- Avoid contact with floodwater or anything that may have gotten wet, unless you're wearing protective gear.
- Consult Manitoba Hydro or an electrician about using electrical equipment for drying, lighting or heating, including power generators – they could be fire hazards if they've been exposed to floodwater.
- Remove all wet, dirty materials and debris from the building and put them in a large disposable container outside the house.

Bleach is no longer recommended. Use an unscented dishwashing or all-purpose liquid detergent. Scented detergents can mask musty odours which may indicate a new or lingering moisture problems.

DO NOT use bleach at the same time as other cleaners because the combination may cause toxic fumes.

Removing Water

- Drain floodwater from your home in stages – about one-third of it daily. If the ground is still saturated and the water is removed too quickly, walls or floors could give way.
- Use pumps or pails to remove standing water, then a wet/dry shop vacuum to soak up the rest.

Heating and Appliances

- Have an inspector, electrician or local authorities inspect your heating/air conditioning system and ducts to ensure they are safe to use.
- Flooded forced-air heating ducts and return ducts should be either cleaned thoroughly or replaced. Otherwise, they may spread mold spores into the air.
- After systems are inspected, keep your home cool (no more than 4°C (about 40°F) if possible) until all of the water is removed.
- If you use pumps or heaters powered by gasoline, kerosene or propane, install a carbon monoxide detector even in semi-enclosed spaces.
- Do NOT use flooded appliances, electrical outlets, switchboxes or fuse-breaker panels until an electrician or local authorities declare them safe.

- Follow recommendations made by local inspectors about parts or appliance replacement.
- Replace flood-affected filters and insulation inside furnaces, water heaters, refrigerators and freezers. It may be cheaper to replace the appliances.

Floor Drains

- Flush and clean floor drains and sump pumps with unscented detergent and water. Scrub them to remove greasy dirt.
- Clean or replace clogged drains or hire a professional to do it for you.

Structures

- Rinse and then clean all floors as soon as possible.
- Replace any flooring saturated by floodwater or sewage.
- Clean all interior wall and floor cavities with water and unscented detergent.
- Open walls and remove drywall, panelling and insulation up to at least 50 centimetres (20 inches) above the high-water line.
- Wash all surfaces with unscented detergent and rinse well.
- Air out or dehumidify the house until it is completely dry.

Carpets and Furniture

- Dry carpets during your first two days back at home, then clean them thoroughly. For large areas, hire a professional cleaner.
- If non-fabric furniture is only damp, let it dry and then brush the mud off.
- To test a material for dryness, tape clear food wrap to the item's surface. If the covered part turns darker than the surrounding material, it is still damp. Dry until this no longer happens.
- Hose off any dirt stuck to solid-wood furniture. Place furniture on blocks and run fans underneath it. Dry all wooden furniture by opening it up (drawers, doors) and airing it out.
- Throw out particleboard furniture, furniture cushions and coverings.

Clothing and Bedding

- Soiled clothing, bed linens and washable blankets (acrylic, cotton) should be washed with laundry detergent and warm or hot water. Use two complete washing cycles.
- Mattresses, box springs, futons, quilts, comforters, duvets and pillows cannot be adequately sanitized and should be thrown out.
- Scrape or hose off heavy dirt from washable clothing and let it air dry outside if possible.
- Soak badly soiled items overnight in clean, cold water and detergent.
- Non-washable clothing should be air dried thoroughly and then professionally dry cleaned.

Toys, Cooking Utensils and Food Containers

Follow these procedures for items that may end up in someone's mouth or are used for preparing or cooking food:

- For pots, pans, cutlery, glasses, food storage containers, nonporous toys etc. wash thoroughly with soap and water (more than once if very dirty) and rinse. After washing and rinsing, everything (except for glasses) can be boiled for one minute and then air dried.
- Cracked, chipped or hard-to-clean kitchenware should be thrown out.
- Throw out stuffed toys because they cannot be easily cleaned.

Food and Medicine

- Undamaged canned goods which have been in contact with floodwater can be salvaged by removing the label and. Rinse with water, then air dry. After drying, the contents can be identified by marking the can with a felt pen.
- Food or beverage products with a screw cap, crimped-cap or similar containers cannot be safely salvaged and should be thrown out.
- Throw out all jars of home-canned goods and any damaged canned goods, even if they haven't been exposed to floodwater; bacteria and mold spores can be airborne.
- Get rid of any medicine, cosmetics and toiletries that have been exposed to floodwater.
- Throw out fresh food (meat, fruit, vegetables) or food in boxes, bottles or damaged cans that have been exposed to floodwater.

Mold

Mold can cause health problems. *For details on handling mold, see the Protect Yourself from Mold section on page 11.*

Yard Work

- Rubber boots and gloves are recommended for yard clean-up as well.
- Remove any debris in your yard.
- To remove animal feces, dead birds or animals, use a shovel or heavy-duty, leak-proof rubber gloves, or several layers of leakproof plastic bags. Carefully pick up the bird or animal with your protected hand or shovel, place in a leak-proof bag, tie the bag and place into another clean bag. Dispose of the bag with your usual household trash. Wash your gloved hands and then your bare hands as soon as possible.
- Contact local authorities if there are any larger animal carcasses.
- Do not use sand from sandbags for sandboxes or playgrounds.
- Contact your municipality for information about disposing of sandbags.

Keeping Records

- Make sure you hold onto receipts for all expenses connected to clean up.
- Store important papers in plastic bags in the freezer during clean up, because freezer doors are usually sealed and they're more likely to stay dry and are less likely to be contaminated by mold.
- Take pictures or video of flood damage in and around your home.
- Register the damage with your insurance agent and your municipal office staff immediately.

Remember: Do NOT move back into your home until local authorities have given permission to do so.

Protect Yourself from Mold

After floods, excess moisture and standing water contribute to the growth of mold in homes and outbuildings. When returning home after a flood, mold may be present and could cause a health risk to you and your family. This checklist will help you recognize and protect yourself from mold after a flood.

Recognizing Mold

Sight

- Mold can appear as discolouration on walls or ceilings.
- Mold often appears as fuzzy black or green surface growth, but there are hundreds of species and many other colours.
- Mold will grow on almost any organic material, including wood, paper and fabric. It only takes 48 hours for mold to appear on damp materials.

Smell

- Mold can be detected by a bad smell. The odour is often musty, earthy or foul.

Possible Health Effects

Most people will not have any health effects. People who are sensitive to mold may experience:

- stuffy nose, irritated eyes, wheezing or skin irritation
- increased asthma symptoms or difficulty breathing
- mold infections in the lungs

People at Greatest Risk

Those at greatest risk from mold include:

- people with allergies, asthma or other breathing conditions
- people with weak immune systems (such as people with HIV, cancer patients receiving chemotherapy or people who have received an organ transplant)
- pregnant women
- young children
- the elderly

NOTE: If you or family members experience health problems after exposure to mold, contact your doctor or other health care provider.

Cleaning Up Mold

Controlling moisture in your home is the most critical factor for preventing growth. Act quickly to dry out the building and remove damp materials that support mold growth.

- Only clean mold yourself if the size of the mold patch is less than 2.8 square meters (30 square feet). If the mold patch is any larger, or if your heating, ventilation and air conditioning system are affected by mold, hire a professional.
- People who are at greatest risk from mold should leave affected buildings until clean up is complete.
- Wear a disposable respirator, disposable gloves and safety glasses. An N95 mask is considered a disposable respirator and is available at hardware stores. It should fit tightly to your face, and cover your nose and mouth. Surgical or dust masks do not provide enough protection.

- Mist the moldy surface lightly with rubbing alcohol before cleaning, to prevent mold from getting into the air during cleaning.
- Remove all porous items that have been wet for more than 48 hours and cannot be thoroughly cleaned and dried. Porous materials such as drywall, wallpaper, insulation, ceiling tiles, fabric or carpet should be thrown out and replaced.
- Remove soaked drywall and other wall material, such as insulation, up to a point where it is no longer wet – at least 50 centimetres (20 inches) above the high-water line.
- Leave walls open until the wood and building materials are completely dry, which can take up to several weeks. Superficial cleaning of wall materials such as drywall may be safe if you had a very brief flood in your basement and it was only a few inches deep.
- Non-porous materials such as metal, glass, hard plastic and semi-porous materials such as wood and concrete can be cleaned and reused if they are structurally sound. To remove mold from hard surfaces, use laundry or dish detergent and water. Use a stiff brush on rough surface materials such as concrete.
- Throw away severely affected items and repair or replace damaged structures.
- Cleaned areas should be dry and free of any visible contamination when the work is complete.
- Wash all clothing thoroughly with hot water and detergent and dry it quickly. This includes clothes worn when cleaning a mold-contaminated area.
- If it's dry enough, temporarily store items outside of the home until insurance claims can be filed.

Clean-Up Precautions

- ***Don't mix bleach with other chemicals cleaners or disinfectants because it may cause toxic fumes.***
- If using other chemical disinfectants, such as TSP, follow the instructions on the package.
- Vacuuming may increase the spread of mold and spores by making them go into the air. Central vacuums that have an exhaust flow to the outside, or those equipped with high efficiency particulate air filters (HEPA) will minimize this exposure.
- No special requirements are necessary for throwing out moldy materials, although they should be sealed in plastic bags if possible.

During a flood, there is an increased risk that drinking water wells may become contaminated with bacteria and/or any other contaminants that may be present in the flood water. Any wellwater system, deep or shallow, can become contaminated in a flood.

Risk Factors for Well-water

Well-water is at increased risk for contamination when:

- wells or aquifers are shallow and/or the overlying soils are permeable (ex: sand or gravel)
- wells are located in pits or depressions where water can pool
- wells have rusted, cracked or unsealed casings that do not extend at least 30 centimeters (11.8 inches) above ground
- wells are near septic tanks or fields, barns, feed lots or other potential sources of contamination
- wells are near unsealed abandoned wells, sink holes, quarries or other potential groundwater contamination pathways
- wells close to yours are flooded and may be contaminated

When Boiling is Necessary

If any of the above risk factors pertain to your well and your property is experiencing flooding, or if you notice a change in the colour, clarity, taste or odour of your well-water; then tap water used for drinking or for preparing food should be brought to a rolling boil for one minute. Once boiled, the water is safe to be used for:

- drinking
- making infant formula and juices
- cooking

- making ice
- washing fruits and vegetables
- brushing teeth

An alternative to boiling water is to use water from a known safe source such as bottled water.

Using Water for Other Domestic Purposes

Tap water from flood-affected wells can be used for laundry, bathing and washing dishes.

Adults, teenagers and older children can use the water to shower but should avoid swallowing it. Toddlers and infants should be sponge-bathed to ensure they don't swallow any water.

Testing Well-water

Once flood conditions have subsided your well-water should be tested for bacterial contamination by an accredited laboratory. You should continue to boil your water or use bottled water until testing confirms the water is safe for drinking or food preparation.

Steps for Testing Well-water

- Home owners are responsible for collecting their own wellwater samples. Please see Manitoba's Well Water Fact Sheet #2 'How to Test Well Water for Bacteria'.
- Sample bottles, a sample submission form and instructions for sampling are available from most rural municipal offices, Manitoba Conservation and Water Stewardship offices, or directly from the laboratory.

- It is very important to follow the sampling instructions provided by the laboratory and ensure that the sample submission form includes accurate contact information and well location information (ex: legal land description).

Bacteria Testing Subsidy Program

The Province of Manitoba offers private water system owners a once-a-year subsidy for bacteriological (total coliform and E. coli) analysis of their drinking water through Horizon Lab. If the first sample result indicates that bacteria are present in the water, homeowners will receive a coupon from the lab for one resample free of charge.

The total price to homeowners for the once-a-year subsidized sample is \$19.16 (tax included).

Horizon Laboratory Ltd.

4055 Portage Avenue
Winnipeg, MB R3K 2E8
Phone: 204-488-2035

Other Accredited Laboratories

Two other laboratories in Manitoba are accredited to do bacteriological testing of water and offer this service to private well owners.

The Province doesn't subsidize testing at these laboratories and private well owners are encouraged to contact the laboratory directly for pricing.

ALS Canada Ltd.

1329 Niakwa Rd East, Unit 12
Winnipeg MB R2J 3T4
Phone: 204-255-9720
Toll Free: 1-800-607-7555

Maxxam Analytics

Unit D, 675 Berry Street
Winnipeg MB R3H 1A7
Phone: 204-772-7276
Toll Free: 1-866-800-6208

Submitting Well-water Samples

Sample bottles need to be dropped off at the laboratory within 24 hours of collection. Water samples must remain sealed and kept cool. Samples that get too warm, freeze, or sit too long will give incorrect results.

Receiving water samples results

Once testing is completed, the results for your well-water sample will be forwarded to you by the laboratory along with follow-up instructions if the well showed signs of contamination. If you do not receive the results within two weeks of submission you should follow up with the laboratory.

If there is an immediate concern about the safety of your water (total coliform >10 and/or E.coli present), the laboratory, or a drinking water officer will try to establish live voice communication with you within a few days following sample submission to provide you with directions on water use.

Well Restoration After Flooding Subsides

NOTE: This section applies to wells that have been overtopped, completely submerged or have suffered structural damage and have major contamination.

- Extensive well restoration may be needed if your well has been structurally damaged, completely submerged, overtopped or if you've seen flood water draining into your well. Floodwater and sediment can damage pumps and their electrical components. All assessments, repairs and replacements should be done by qualified professionals. It may not be safe to turn on your pump until your well is cleaned out, and all sediment and floodwater are removed.

Well owners who have experienced this type of problem should contact the Groundwater Management Branch with Manitoba Environment, Climate and Parks at 204-945-6959 or other appropriately qualified professionals (ex: well drillers or plumbers) in their local area.

Cisterns

Water in cisterns becomes more vulnerable to contamination during a flood. Saturated soil increases the possibility of untreated water seeping into the cistern through cracks or improperly sealed joints and fittings. There is a higher risk of contamination if there is free-standing water above the cistern because it could seep through an improperly sealed lid or vent.

If your cistern water changes in taste, odour, colour or clarity, it is likely contaminated. If you haven't had to fill the cistern as often as usual, this could indicate ground water is seeping into the tank causing contamination.

If you think your cistern has been affected by floodwater, follow the boil water advisory and testing instructions on pages 15 to 17.

If tests indicate your cistern water supply is contaminated, continue to boil your water and contact a qualified contractor. A professional contractor will inspect, clean/repair and disinfect the cistern and tell you when tests indicate the water is safe to use.

Septic Systems

Wastewater in septic fields doesn't generally back up into homes during a flood. However, septic fields may become saturated, and if floodwater does back up or leaks into your septic tank, it can cause the system to fail. If this happens, you should:

- Try to reduce the amount of debris entering the septic tank and plumbing systems (ex: don't put sludge left over from floodwater down the drain or toilet).
- Avoid using the plumbing system if the septic tank or the disposal field is still under water.
- Do not use the plumbing system if sewage is backing up into the house.
- Avoid contact with the sewage from failed septic systems – raw sewage can cause disease.
- Avoid contact with all the electrical components of mechanical sewage treatment systems.

For more information, talk to your municipal office staff, or go to https://www.gov.mb.ca/sd/pubs/environmental-approvals/owms/homeowner_manual_owms_eng_2011.pdf

For More Information

For more information on drinking water safety, water treatment devices, help with interpreting your drinking water quality results, or to receive a copy of other drinking water fact sheets:

Visit www.manitoba.ca/drinkingwater

Call 204-948-1351

For information on certification for water treatment devices:

Visit www.nsf.org

For information on well driller reports, well construction, well sealing, or for a listing of licensed well drillers:

Call Environment, Climate and Parks at

204-945-6959

For health information contact Health Links:

Call 204-788-8200 (in Winnipeg)

Toll-free 1-888-315-9257 (outside of Winnipeg)

To find a public health office nearest you:

Visit www.manitoba.ca/health/publichealth/offices

Securing Hazardous Materials Containers after Flooding

Containers and packages of hazardous materials and environmental contaminants, petroleum storage tanks and propane tanks are often found on farms, in garages, storage sheds, out buildings and private residences throughout the floodplain. They can become serious hazards, especially during floods.

Risks can include: release of products that may adversely affect human health or the environment, fire, explosion and mechanical damage from floating containers. To reduce the risk of hazardous materials after a flood, follow these procedures – both inside and outside flood-prone areas.

Securing Hazardous Materials Containers

- Check containers and packages for damage and leaks. Look for dents, torn or disconnected supply lines, broken valves, missing caps, bungs, etc.
- Do not put containers that are to be connected to a delivery system back into service if they have been damaged.
- Anhydrous ammonia nurse wagons and any other regulated transport containers must be inspected and certified under the Transportation of Dangerous Goods (DFA) regulations if they have been damaged or submerged in flood waters.

Securing Petroleum Tanks

- Check tanks for damage and leaks. Dip tanks and compare fuel levels to see if fuel has leaked or water has entered the tank.
- Inspect overfill containment devices and clean out any debris or water under dispenser sumps and dispensing equipment.
- Before using the fuel, check for water contamination. Take a sample of the fuel in a clear container. Let it sit for a short time. Water and fuel will separate. For better accuracy, use a water-finding paste with a dip stick. Water finding pastes are available at local fuel suppliers, petroleum supply companies or petroleum contractors.
- Before turning on fuel pumps, check for leaks and make sure all electrical connections are in good working order.
- Contact a petroleum contractor to inspect all tanks and equipment associated with the fueling system before reconnection and use.

Securing Propane Tanks

- Check tanks for damage and leaks. Look for dents, torn or disconnected supply lines, broken valves, etc.
- Contact a propane contractor to inspect all tanks and equipment associated with the propane system before reconnection and use.

Call Manitoba Environment, Climate and Parks 24-Hour emergency reporting line collect in Winnipeg, at 204-945-4888, to report any loss of product or missing tanks or containers or if a tank or container appears on your property after a flood.

Managing Stress After a Flood

The stress of losing a home, treasured possessions or income can take a serious toll on people's emotions. People can naturally have many different feelings and responses, both negative and positive, when they have to cope with this kind of stress, including::

- panic, anxiety, fear
- helplessness, despair
- anger, disbelief
- sleeplessness
- lack of concentration
- exhaustion
- loneliness
- generosity towards others
- co-operation, teamwork
- inspiration
- strength in connecting with others/community

When the waters recede and you return to your home or business, pay attention to your feelings and those of your family, friends and neighbours. There are several things you can do to cope after a flood.

Have Realistic Expectations

- Recovery from the trauma of a flood can take weeks or even months. It's important to allow yourself, your family members and others who have shared this experience to talk about the flood and their feelings for as long as is needed.
- Accept that it is going to take considerable time to completely restore, repair or replace damaged or lost property and possessions.
- Pace yourself and your family during clean-up and take frequent breaks. Talk with your family, go out for a meal or entertainment, or visit friends.

Take Care of Yourself and Others

- Learn the common signs of stress and how you and your family usually deal with stress. When you're feeling stressed, take regular breaks and relax. Use relaxation techniques that help you slow down, stay calm and de-stress. Make a point to stop to check in with yourself, often, and make sure you are doing things that support a healthy body, mind and spirit.
- Listen to others, and watch for signs of stress and anxiety.
- Support others if and when you can by helping them with their clean-up and accepting their help with yours.
- Take care of your own needs and those of children or seniors. Try to make sure everyone eats a balanced diet, gets enough sleep and exercises.
- Ask for help when you need it. Talk to family and friends and use the resources in your community, such as health care or spiritual care providers and advisors or professional counsellors.
- Use outside support and resources if you need them, such as those listed on the following page

Help is Available/Telephone Numbers

If you, family, friends or neighbours are having a difficult time, please contact these resources:

- **Manitoba Farm and Rural Support Services -**
1-866-367-3276 (1-866-FOR-FARM),
<https://supportline.ca/>
- **Klinic Community Health Centre 24-Hour Crisis Line -**
204-786-8686 in Winnipeg; or toll free 1-888-322-3019
- **Klinic Community Health Centre De-Stress -**
<https://klinik.mb.ca/>
- Your local regional health authority or community mental health services office

Contact Numbers for Help with Stress

Provincial

- **Klinic Community Health Centre 24 hour Crisis Line:**
204-786-8686 in Winnipeg or toll free 1-888-322-3019
www.de-stress.ca
- **Manitoba Farm and Rural Support Services
(for all Manitobans):**
1-866-367-3276 toll free (10 am to 9 pm Monday to Friday)
<https://supportline.ca/>
- **Mental Health Crisis and Non-crisis Regional Contacts:**
<https://www.gov.mb.ca/mh/mh/crisis.html>

Disaster Financial Assistance Program

When widespread floods occur Disaster Financial Assistance (DFA) may be available to Manitobans. It provides financial assistance for:

- evacuating homes, businesses, farms, etc.
- sandbagging and other efforts to prevent or limit imminent water damage to property and livestock
- repairing or replacing non-insurable essential property such as principal residences, buildings and other non-insurable losses essential to the operation of eligible farms and small businesses

The provincial government recommends that you first contact your personal insurance broker about damage claims.

Application forms and further details about DFA are available:

- by contacting the Manitoba Emergency Measures Organization at 204-945-4772 in Winnipeg; or toll free 1-888-267-8298
- online at www.manitobaemo.ca
- by contacting most local municipal offices

Important Phone Numbers

Downed Power Line or Gas Leak

Manitoba Hydro 204-480-5900 in Winnipeg;
toll free 1-888-624-9376 (1-888-MB HYDRO).

Contaminated Well

Manitoba Office of Drinking Water 204-945-5762 or
204-945-8913 in Winnipeg

Well-water Testing

Maxxam Analytics 204-772-7276 in Winnipeg;
toll free 1-800-665-8566

Well Restoration

Groundwater Management 204-945-3737 or
204-945-7425 in Winnipeg

Environmental Contamination Events (ex: spills)

Environmental Emergency Response Program
204-944-4888 in Winnipeg

Health Links-Info Santé

204-788-8200 in Winnipeg; toll free 1-888-315-9257

Support for Stress

Manitoba Farm and Rural Support Services

toll free 1-866-367-3276 (1-866-FOR-FARM)

Klinic Community Health Centre 24-Hour Crisis Line

204-786-8686 in Winnipeg; toll free 1-888-322-3019

Manitoba Emergency Measures Organization

204-945-4772 in Winnipeg; toll free 1-888-267-8298

