



# After Fire Guide

380 Oak Avenue.

Greenfield, CA 93927

(831) 674-5484

## **INTRODUCTION & PURPOSE**

The Greenfield Fire Department (GFD) has developed this guide to assist homeowners in recovering after a fire. It is always difficult to face the aftermath of a fire, whether large or small, but help is available. Knowing where to begin and who can help is important. You may have several questions as well, such as: How do I secure my home or when should I contact my insurance agent? This guide was created to specifically answer these questions.

The “After the Fire” guide provides detailed information regarding what to expect after a fire, the steps to take after a fire has occurred, and resources to help assist you in the recovery process. Hopefully this document will prove to be a reliable resource for you. THE GFD wishes you the best of luck with your recovery. If you have any questions, please call us at (831) 674-5484.

# TABLE OF CONTENTS

<b>Introduction &amp; Purpose</b>	<b>2</b>
<b>Table of Contents</b>	<b>3</b>
<b>What to Expect</b>	<b>4</b>
<b>What do I do Now?</b>	<b>4</b>
<b>Contact Your Insurance Agent</b>	<b>4</b>
<b>Take Care of Yourself and Your Family</b>	<b>5</b>
<b>Help Your Pets</b>	<b>5</b>
<b>Security and Safety</b>	<b>5</b>
<b>Finances</b>	<b>5</b>
<b>The First Days of Recovery</b>	<b>6</b>
<b>The Value of Your Home and Personal Belongings</b>	<b>6</b>
<b>Valuable Documents &amp; Records Replacement List</b>	<b>6</b>
<b>Replacing Money</b>	<b>7</b>
<b>Local Resources/Services (including but not limited to).</b>	<b>8-9</b>
<b>Replacing Documents, Rebuilding Property, &amp; Insurance</b>	<b>10-11</b>
<b>Important Information</b>	<b>12</b>
<b>After Fire Checklist</b>	<b>13</b>

## **What to Expect**

A fire in your home can cause serious damage. Your home and many of the items in your home may be badly damaged by flames, heat, smoke, and water.

You will find items not damaged by the fire may still be damaged by smoke and may be soggy with water used to put out the fire. Anything you want to save, or reuse will need to be properly cleaned.

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

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 things that can make you sick. Be very careful if you go into your home and if you touch any fire-damaged items.

## **What do I do now?**

### **Contact Your Insurance Agent**

Contact your insurance company right away and ask them what to do first. There are companies that specialize in cleaning and restoring your personal items. Ask your insurance company for recommendations of companies you can trust. Make sure you know if you or your insurance company will pay for the cleaning. When you contact the company, be sure to ask for a cost estimate in writing.

If you do not have insurance, your family and community might help you get back on your feet. Organizations that might help include:

- American Red Cross
- Salvation Army
- Religious organizations
- Public agencies, such as the public health department
- Community groups
- State or municipal emergency services office
- Nonprofit crisis-counseling centers

## **Take Care of Yourself & Your Family**

Contact your local disaster relief service, such as the ARC or the Salvation Army. They will help you find food, clothing, medicine, and a place to stay.

## **Help Your Pets**

If you have pets, find and comfort them. Scared animals often react by biting or scratching. Handle them carefully. 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.

## **Security & Safety**

Do not enter your damaged home or apartment unless the fire department says it is safe and the investigation is complete. The fire department will make sure that the utility services (water, electricity, and gas) have been secured. If they are not safe, firefighters will have your utilities turned off or disconnected before they leave. Do not try to turn them back on by yourself. Only professionally trained utility company workers, licensed electricians, and plumbers should turn your utilities back on.

Contact your police department to let them know you will be away from your home. In some cases, you may need to board up windows and doors so no one can get in.

## **Finances**

Get in touch with your landlord or mortgage lender.

Contact your credit card company to report credit cards that were lost in the fire.

Save all 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.

## **The First Days of Recovery**

### **The Value of Your Home & Personal Belongings**

Talk with your insurance company about how to learn the value of your home and property.

### **Valuable Documents & Records Replacement List**

You may want to replace many of the following documents if they were destroyed or lost in the fire:

- Driver's license
- Auto registration
- Titles and deeds
- Insurance policies
- Military discharge papers
- Passports
- Birth, marriage, and death certificates
- Divorce papers
- Social security or Medicare cards
- Credit cards
- Stocks and bonds
- Wills
- Medical records
- Warranties
- Income tax papers
- Citizenship papers

## Replacing Money

Handle burnt money as little as possible. Try to place each bill or part of each bill in plastic wrap to preserve it. If money is only partially burnt, half or more, you can take it to your regional Federal Reserve Bank to get it replace. Ask your bank for the one nearest you.

To replace U.S. savings bonds that have been destroyed or damaged, go to [www.treasurydirect.gov/forms/sav1048.pdf](http://www.treasurydirect.gov/forms/sav1048.pdf) and download the FS Form 1048- Claim for Lost, Stolen, or Destroyed United States Savings Bonds.

Additional requirements:

- If the bond is damaged, carefully pack the pieces and submit them with the FS Form 1048.
- If any registrant is deceased, provide a certified copy of the death certificate.
- Send to current address listed on FS Form 1048.

**Local Resources/Services**  
**(including but not limited to)**

**Note: The fire department does NOT endorse or guarantee any of these vendors. They are presented for your convenience. You should verify if they are the best service for you before hiring them to do work. Always check with your insurance company first.**

**Disaster Relief Services**

**American Red Cross**

Dolores St.  
Carmel, CA 93923  
Phone: 831-624-6921

**The Salvation Army Good Samaritan Center**

800 Scott St.  
Seaside, CA 93955  
Phone: 831-899-4988

**24-Hour Emergency Vet Services**

**BluePearl Pet Hospital**

451 Canyon Del Rey  
Del Rey Oaks, CA 93940  
Phone: 831-899-4838

**Atascadero Pet Hospital & Emergency Center**

9575 El Camino Real  
Atascadero, CA 93422  
Phone: 805-466-3880

**Board-Up Service**

**1-800-BOARDUP of Monterey**

2511 Garden Rd.

Monterey, CA 93940

Phone: 1-800-262-7387

**Professional Cleanup Service**

**Disaster Kleenup Specialists**

567 Ortiz Ave.

Sand City, CA 93955

Phone: 831-244-9049

24-Hour Phone: 1-800-427-1769

## **Replacing Documents, Rebuilding Property, & Insurance**

### **Department of Motor Vehicles**

The California Department of Motor Vehicles (DMV) can respond to questions about and provide documents needed to assist in replacing DMV documents, such as driver's licenses, identification cards, vehicle registration certificates and certificates of title, that were lost because of a disaster. The closest DMV is listed below:

#### **King City Department of Motor Vehicles**

101 E San Antonio Dr.

King City, CA 93930

Phone: 1-800-777-0133

Website: [www.dmv.ca.gov](http://www.dmv.ca.gov)

### **Birth, Marriage, Death, & Other Vital Records**

The California Department of Public Health (CDPH) is working with those who have lost vital records because of a disaster. Birth, death, and marriage records should be requested from the county recorder's office in the county where the event occurred (visit <https://www.cdph.ca.gov/Programs/CHSI/Pages/Obtaining-Vital-Records-From-County-Offices.aspx> for a list of county recorders). Or you may call 916-445-2684; call 711 for Telecommunications Relay Services, or 1-800-735-2929 or visit: <https://www.cdph.ca.gov/Programs/CHSI/Pages/Vital-Records.aspx>.

### **Insurance & Rebuilding Information**

The California Department of Insurance provides assistance on insurance issues, such as claim handling delays, additional living expenses, underinsurance disputes, etc. If you are experiencing difficulty with the processing of your claim or wish to have an underinsurance issue investigated, contact the officers at the Department's Consumer Hotline at 1-800-927-HELP (4357); TTY 1-800-482-4833 for assistance. For additional information you may also wish to visit the Department's website at: [www.insurance.ca.gov](http://www.insurance.ca.gov).

## **Contractors State License Board**

The Contractors State License Board (CSLB) verifies contractor licenses, investigates complaints, and provides helpful information about hiring a licensed contractor. For information on hiring or filing a complaint regarding a contractor, disaster victims may call CSLB's Disaster Hotline M-F from 8 a.m. - 5 p.m. at 1-800-962-1125, or the 24-hour automated telephone response system, 1-800-321-CSLB (2752). Licenses can also be checked online at:

<https://www2.cslb.ca.gov/OnlineServices/CheckLicenseII/CheckLicense.aspx> .

You can also view a video, "Rebuilding After a Natural Disaster" on the CSLB website at: [http://www.cslb.ca.gov/Media\\_Room/Disaster\\_Help\\_Center/](http://www.cslb.ca.gov/Media_Room/Disaster_Help_Center/).

## Important Information

Date of fire: \_\_\_\_\_

Time of fire: \_\_\_\_\_

Location of fire: \_\_\_\_\_

Fire incident report number: \_\_\_\_\_

Fire Marshal or Fire Investigator: \_\_\_\_\_

Insurance company: \_\_\_\_\_

Insurance company telephone number: \_\_\_\_\_

Insurance policy number: \_\_\_\_\_

Vehicle Identification Numbers for cars, trucks, and motorcycles destroyed by fire:

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## **After Fire Checklist**

1. Contact your local disaster relief service, such as the American Red Cross. They will help you find food, clothing, medicine, and a place to stay.
2. If you have insurance, contact your insurance company.
  - a. Ask what you should do to keep your home safe until it is repaired.
  - b. Ask who you should talk to about professional cleaning.
  - c. If your house is required to be boarded up, ask for recommendations.
3. If you are not insured, try contacting community groups for aid and assistance.
4. Check with the fire department to make sure that your home is safe to enter. Be careful when you enter. Floors and walls may not be as safe as they look.
5. Contact your landlord or mortgage company to report the fire.
6. Try to locate valuable documents and records.
7. If you leave your home, notify the local police department to let them know.
8. Begin saving receipts for any money that you spend related to the fire loss. The receipts may be needed later by the insurance company and to prove any losses claimed on your income tax.
9. Check with an accountant or the IRS about special benefits for people recovering from fire loss.
10. If required, your house shall be secured immediately. This includes boarding up, temporary fencing, or both.
11. Before starting any construction or demolition work, you are required to contact the Greenfield Planning and Building Department at 831-304-0333 to make sure the work being done does not require a permit. If you live in unincorporated Monterey County, please contact Monterey County Building Services at 831-755-5025.

## Twelve Step Programs

### ***Alcoholics Anonymous***

Monterey Bay (831) 373-3713  
Salinas Valley (831) 424-9874

### ***Alanon/Alateen***

English (831) 373-2532  
Spanish (831) 424-6207

### ***Narcotics Anonymous***

Salinas (831) 758-1630  
Monterey (831) 624-2055

### ***Celebrate Recovery***

(831)-422-7811

## Information Hotline

**United Way Info Line (24/7) 2-1-1**

## Clothing Resources

### ***The Salvation Army Thrift Store***

Salinas (831) 424-0889

### ***Goodwill Industries***

Monterey (831) 649-6056  
Soledad (831) 237-6987  
Salinas (831) 755-8668  
Marina (831) 233-7767

### ***Victory Mission*** (Salinas)

(831) 424-5688

### ***Society of St. Vincent de Paul Thrift Store***

Pacific Grove (831) 649-6056

## Child Care or Preschool

### ***Mexican American Opportunity Foundation***

Main Office (831) 424-6939

### ***Monterey County Office of Education***

Head Start (831) 755-0350

### ***Early Development Services, Inc.***

Alisal Campus Early Education Center (Salinas) (831) 755-6774  
Avondale Early Education Center (Seaside) (831) 899-4757



## Monterey County Community Resource Guide

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## Crisis Lines

*For immediate emergencies, dial:*

# 9-1-1

### ***Natividad Medical Center Crisis Team***

Salinas (831) 755-4111

### ***Child Abuse Reporting Hotline***

24 hours (800) 606-6618  
Local (831) 755-4661

### ***Adult Protective Services Hotline***

Tel Monterey (831) 883-7565

### ***Suicide Prevention Services of the Central Coast***

Toll-Free Crisis Line (877)663-5433  
Local (831)458-5300

### ***YWCA Domestic Violence Crisis Line***

Monterey (831) 372-6300  
Salinas (831) 757-1001

### ***Runaway and Homeless Youth Helpline***

Local (831) 241-0914

### ***Boys Town National Hotline***

(800) 448-3000

### ***Mother to Baby California***

(866) 626-6847

### ***California Poison Control System***

(800) 222-1222

### ***Military One-Source***

(800) 342-9647

### ***GLBT National Help Center***

National Hotline (888) 843-4564  
National Youth Talk line (800) 246-7743

### ***Trevor Lifeline***

(866) 488-7386

### ***Catholic Charities***

(831) 393-3110

### ***Confidence Pregnancy Center***

Salinas (831) 757-5500  
Monterey (831) 373-8535

## Alcohol & Other Drug Prevention/ Intervention Services

### ***Sun Street Centers***

Salinas (831) 753-5150  
Community Recovery and Resource Seaside (831) 393-9316  
Soledad (831) 385-0100

### ***D.A.I.S.Y (for youth)***

(831) 233-9029

## Outpatient Drug Treatment/ Residential Programs

### ***Sun Street Centers***

Men's Residential Program (Salinas) (831) 753-5145  
Pueblo Del Mar (Marina) (831) 582-9461  
Outpatient Services (831) 753-6001

### ***Community Human Services***

Genesis House (Seaside) (831) 899-2436  
Elm House (Seaside) (831) 920-1078  
Off-Main Clinic (Salinas) (831) 424-4828  
Outpatient Services (Salinas/Monterey) (831) 237-7222  
(831) 658-3811

### ***Bridge Restoration Ministry***

Pacific Grove (831) 372-2033

### ***Beacon House*** (Pacific Grove)

(831) 372-2334

### ***Valley Health Associates***

Salinas, Monterey, Greenfield (831) 424-6655

### ***Door to Hope***

Treatment for Women (831) 422-6226  
Door to Hope (Salinas) (831) 758-0181  
Nueva Esperanza (Salinas) (831) 422-2636  
Santa Lucia Group Home (831) 758-0181  
(831) 771-8555



### ***One-Stop Career Centers***

Seaside (831) 899-8250  
Salinas (831) 755-4452  
King City (831) 386-6801

### ***Monterey County Behavioral Health***

Community Call Center (888) 258-6029

## Legal Assistance Programs/Organizations

<b>U.S. Citizenship and Immigration Services</b>	(800) 375-5283
<b>Catholic Charities</b>	(831) 422-0602
<b>Central Coast Citizenship Project</b>	(831) 422-4626
<b>California Rural Legal Assistance</b>	(831) 757-5221
<b>Legal Services for Seniors</b>	
Seaside	(831) 899-0492
Salinas	(831) 442-7700
<b>Monterey County Lawyer Referral Service</b> (Seaside)	(831) 582-3600
<b>Watsonville Law Center</b>	(831) 722-2845

## Food Distribution Programs

<b>Food Bank for Monterey County</b>	(831) 758-1523
<b>First United Methodist Church</b> (Salinas)	(831) 424-0855
<b>Community Food Pantry</b> (King City) 26 Basset St; Every Friday 10-11am	
<b>Salvation Army</b> (Salinas)	(831) 443-9655
<b>Good Samaritan Center</b> (Sand City)	(831) 899-4988
<b>San Carlos Cathedral-Loaves and Fishes</b>	(831) 373-2628
<b>Pass the Word Ministry, Inc.</b> (Monterey) Hot meal served Saturday 9-10, El Paso Park	
<b>Dorothy's Place</b> (Salinas) Dorothy's Kitchen (8:30 hot breakfast, 1:00 hot lunch)	(831) 757-3838
<b>Victory Mission</b> (Salinas)	(831) 424-5688

## Behavioral Health/Counseling

<b>Monterey County Behavioral Health</b>	(888) 258-6029
Salinas Access	(831) 796-1700
Coastal Access (Marina)	(831) 647-7652
Soledad Access	(831) 678-5125
King City Access	(831) 386-6868
<b>The Village Project</b> (Seaside)	(831) 392-1500
<b>Community Human Services</b>	(831) 658-3811
<b>Sun Street Centers</b>	(831) 753-6001

## Shelter/Housing Resources

<b>Housing Authority Monterey County</b>	(831) 755-5000
<b>Housing Resource Center</b>	(831) 424-9186
<b>CHISPA</b>	(831) 757-6251
<b>Dept. of Social Services (CalWORKs clients)</b>	(866) 323-1953
<b>Shelter Outreach Plus</b>	(831) 384-3388
Emergency Women's Shelter (Salinas)	(831) 422-2201
Emergency Women's Shelter (Seaside)	(831) 394-8372
<b>Interim, Inc.</b>	
MCHOME	(831) 883-3030
<b>Salvation Army-Monterey Peninsula</b>	(831) 899-1071
<b>Interfaith Homeless Emergency Lodging Program</b>	
Outreach Unlimited (Marina)	(831) 251-8663
<b>Community Human Services</b> (Monterey)	
Safe Passage (Transitional Housing)	(831) 717-4126
<b>Pass the Word Ministry, Inc.</b>	
One Starfish Safe Parking	(831) 275-5167
<b>Pajaro Rescue Mission</b> (Watsonville)	(831) 724-9576
<b>Victory Mission</b> (Salinas)	(831) 424-5688
<b>Veterans Transition Center</b>	(831) 883-8387
<b>Peacock Acres/ Path Plus of Monterey County</b>	
Salinas	(831) 754-3635
<b>Dorothy's Place</b> (Salinas) Walk-In Center, Women Alive!, Transitional Housing	(831) 757-3838

## Children, Youth, and Family Programs

<b>Girls Inc. of the Central Coast</b>	(831) 772-0882
<b>Teen Pregnancy Prevention Program</b>	(831) 755-4649
<b>Rancho Cielo Youth Camps</b>	(831) 444-3533
<b>First 5 Monterey County</b>	(831) 444-8549
<b>YWCA</b>	(831) 422-8602
<b>Safe Place</b>	(831) 373-4421
<b>Epicenter Youth Services</b>	(831) 998-7291
<b>ICT for Adolescents</b>	(831) 758-0181

## Health Services

<b>Clinica de Salud del Valle de Salinas</b>	(831) 757-1365
<b>Clinica de Salud Mobile Clinic</b>	(831) 970-1972
<b>Monterey County Health Department</b>	
Laurel Family Practice Clinic (Salinas)	(831) 755-4123
Laurel Internal Medicine Clinic (Salinas)	(831) 769-8640
Laurel Pediatrics Clinic (Salinas)	(831) 755-4124
Laurel Women's Health Clinic (Salinas)	(831) 769-8660
Health Clinic at Marina (Marina)	(831) 384-1445
Seaside Family Health Center (Seaside)	(831) 899-8100
<b>Bienestar Health Clinic</b> (All Regions)	(831) 755-4123
<b>Chinatown Health Center</b>	(831) 757-3838
<b>Mee Memorial Hospital Medical Clinics</b>	
General Clinic (King City)	(831) 385-5471
<b>Planned Parenthood-MarMonte</b>	(877) 855-7526
Salinas	(831) 758-8261
Seaside	(831) 394-1691
<b>Casa de Cultura</b> (Watsonville)	(831) 763-0702
<b>Salud Para la Gente</b> (Seaside)	(831) 394-6642
<b>RotaCare Clinic</b> (Seaside)	(831) 333-6495
<b>Dr. Mohandas Free Clinic</b> (Monterey)	(831) 642-6266
<b>Natividad Medical Center</b>	(831) 755-4111
<b>Salinas Valley Memorial Hospital</b>	
Salinas	(831) 757-4333
<b>Community Hospital of the Monterey Peninsula</b>	
Monterey	(831) 624-5311
<b>George L Mee Memorial Hospital</b>	
King City	(831) 385-6000
<b>Dental Services</b>	
<b>Denti-Cal</b>	
English/Spanish	(800) 322-6384 www.denti-cal.ca.gov
<b>Central Coast Pediatric Dental Group</b>	(831) 443-5801
<b>Community Oral Health Services-Salud Para la Gente</b>	
Seaside/Greenfield	(831) 728-0222