



# After the Fire... We Continue to Serve



Anchorage Fire Department • 100 E. 4th Ave., Anchorage, Alaska 99501 • (907) 267-4900

The Anchorage Fire Department will respond to the public safety needs of our community with skill and compassion.

“After the Fire” has been developed to speed your return to a normal lifestyle. This resource booklet contains information to aid in your adjustment and recovery.

## Your Anchorage Fire Department

### Anchorage Fire Department Mission Statement

*To serve our community before,  
during and after an emergency*

# ***After the fire, contact your insurance company immediately!***

## **Why are windows broken or holes cut in the roof?**

After the fire you may notice some damage that seems unnecessary. Fires produce temperatures well over 1200° F, along with smoke and hot gasses. As a fire burns, it moves upward, then outward. Ventilation must be done quickly to help reduce fire spread. Often, walls and windows must be forcibly opened to find the "hidden" fires. This allows complete fire extinguishment. Without the use of these firefighting techniques, the building could suffer total destruction by fire.

## **Why does the fire department respond to medical emergencies when there is no fire?**

Anchorage Fire Department fire fighters are cross-trained as EMT/Paramedics. This allows faster response to an emergency, better use of personnel, and most importantly, expeditious care to patients. This allows the nearest engine to quickly respond to a medical emergency.

## **How may I obtain a copy of the fire report?**

A fire report is a public document and is available through the Anchorage Fire Department by faxing your written request to (907) 249-7984 or if you require assistance or have questions call (907) 267-4942.

## **Pets**

Smoke can damage the lungs of pets in minutes. Sparks will cause painful burns that may stay hidden under your pet's hair. As soon as possible, take your pet to a veterinarian. If your pet is lost in the confusion, call Animal Control (907) 343-8122 or Animal Control Dispatch (907) 343-8119.

## **If You Cannot Live In The House**

This may be your decision or one based on the building inspector's judgement that the residence is unsafe. If you do decide to leave:

- 1. Temporary housing:** Local relief services like the American Red Cross and the Salvation Army should be able to help you with temporary housing. If you are insured under a package homeowner's or tenant's policy, a section of your coverage may pay for the extra costs of temporary housing, such as a hotel.
- 2. Try to locate the following items to take with you:**
  - Identification.
  - Vital medicines such as blood pressure regulating drugs, insulin, heart medications.
  - Eyeglasses, hearing aids or other personal aids.
  - Valuables such as credit cards, checkbooks, insurance policies, savings account books, money, jewelry, etc. If you have a safe, do not attempt to open it. A safe involved in fire may hold intense heat for several hours. If the door is opened before the safe has cooled down, the contents may burst into flames.
- 3. If you have moved (even to temporary housing), notify the following:**
  - Post Office
  - Bank(s)
  - Utility companies
  - Credit card companies
  - Social Security Administration
  - Anchorage School District
  - Magazines and newspapers you may subscribe to.
- 4. The Municipal Building Safety Division** will be notified if there is structural damage to your home. Before attempting any repairs, check with the MOA Building Department for any required special permits. (907) 343-8301
- 5. Tax relief** is available for owner occupied residential property at least 50% destroyed by fire. Application must be made within 60 days of the fire. Contact Property Appraisal at (907) 343-6770 for application forms.

# Utilities / Documents, Records and Money Replacement

## Utilities

Often the Fire Department will have the utility services shut off or disconnected as a safety precaution, as well as to prevent further damage to the structure and its contents.

The utility company will not make repairs on the customer's side of the meter, such as house wiring or gas lines. A private contractor will have to be contacted to make the repairs. All repairs of this nature require permits and inspection by the Building Safety Division. The utility companies will not restore your utilities until the repairs are approved by the Municipal Building Safety Division.

### WARNING !!!

**DO NOT attempt to reconnect utilities yourself**

## Documents and Records

Documents are very important to your well being and can be damaged or destroyed as a result of a fire or other disaster. For this reason, The Anchorage Fire Department has provided a list of documents that should be retrieved if possible. Locating these documents will speed up the process of recovering from a disaster.

Birth Certificates	Credit Cards
Drivers Licenses	Title to Deed
Bank Books	Stocks and Bonds
Insurance Policies	Wills
Military Discharge Papers	Medical Records
Passports	Payment Books
Social Security Cards	Warranties
Marriage Papers	Income Tax Records
Divorce Decree	Auto Registrations
Citizenship Papers	Automobile Registrations
Animal Registration Papers	Prepaid Burial Contracts
Death Certificates	

Public Assistance clients should notify their case worker if their I.D. card is damaged or destroyed.

Copies of **birth, marriage, divorce or death certificates** in Anchorage can be obtained from Vital Statistics, State of Alaska, Health and Social Services at **269-0991**. Out-of-State certificates can be obtained from that city. Check with that court system for correct procedures.

**It is wise to store all important documents in an approved container that is specifically designed for such purposes.**

## Money Replacement

Handle **burned money** as little as possible. Attempt to encase each bill or portion of a bill in plastic wrap or a zip-lock baggie for preservation.

If the money you've kept in your home is only half burned or less (if half or more of the bill is intact), you can take the remainder to your local Federal Reserve Bank for replacement.

Ask your personal bank for the nearest one. Or you can mail the burned or torn money via USPS REGISTERED MAIL, RETURN RECEIPT REQUEST to:

**Bureau of Engraving & Printing • MCD/OFM,  
Room 344A • P.O. Box 37048 • Washington, D.C. 20220**

You may also visit their website at

[www.moneyfactory.gov/uscurrency/damagedcurrency.html](http://www.moneyfactory.gov/uscurrency/damagedcurrency.html)

Mutilated or melted coins can be taken to the Federal Reserve Bank or mailed VIA USPS REGISTERED MAIL, RETURN RECEIPT REQUEST to:

**United States Mint • ATTN: Mutilated Coin Redemption  
Section • P.O. Box 400 for Post Office shipments only 151  
N Independence Mall East • Philadelphia, PA 19106** You

may also visit their website at

[www.moneyfactory.gov/uscurrency/damagedcurrency.html](http://www.moneyfactory.gov/uscurrency/damagedcurrency.html)

If your U.S. Savings Bonds have been mutilated or destroyed, you may visit their website at

[http://www.treasurydirect.gov/instit/savbond/training/sbu/sbu\\_courses.htm](http://www.treasurydirect.gov/instit/savbond/training/sbu/sbu_courses.htm)

Include name(s) and address(es) on bonds, approximate date or time period when purchased, denominations and approximate number of each.

# Cleaning Clothing, Leather and Books

## Clothing

Smoke, odor and soot can sometimes be washed from clothing. The following formula will often work for clothing than can be bleached:

- 4 to 6 tablespoons tri-sodium phosphate
- 1 cup Lysol or any household chlorine bleach
- 1 gallon warm water

Mix well - add clothes, rinse with clean water - dry well.

To remove mildew, wash the fresh stain with soap and water. Then rinse well and dry in the sun. If the stain isn't gone, use lemon juice and salt, or a diluted solution of household chlorine bleach.

Take wool, silk or rayon garments to the dry cleaners as soon as possible.

## Leather

Wipe your leather goods with a dry cloth. Stuff your purses and shoes with newspapers to retain their shape. Leave your suitcases open. Leather goods should be dried away from heat and sun. When leather goods are dry, clean them with saddle soap. You can use a suede brush on suede. *It is recommended that you take your leather and suede items to a professional cleaner.*

## Books

Books can be dried by placing them on end with the pages separated. Then they should be piled and pressed to prevent the pages from crinkling. Alternating drying and pressing will help prevent mildew until the books are thoroughly dry. If your books are very damp, sprinkle conr starch or talc between the pages, leave for several hours, then brush off. A fan turned on the books will help them dry.

**CAUTION !!!**

**Test colored garments before  
using any treatment.**

# Food Management

## Food - "If In Doubt. Throw It Out"

Wash your canned goods in detergent and water. Do the same for food in jars. If labels come off, be sure you mark the contents on the can or jar with a grease pencil. Don't use canned goods when cans have bulged or are dented or rusted. If your home freezer has stopped running, you can still save the frozen food:

- **Keep the freezer door closed!!!** Your freezer has enough insulation to keep food frozen for at least one day. Usually foods in a loaded freezer will stay frozen for two to four days depending on its size. A half-filled freezer will keep foods frozen only about 24 hours. Cover the freezer with blankets to help hold in the cold. Pin the blanket away from the air vent. The air vent must be kept open, since air is needed when electricity comes on.

## Salvage Hints And Food Management

If power is not to be resumed within one to two days, or if the freezer is not back to normal operation in that time, use dry ice to keep the temperature below freezing and to prevent deterioration or spoilage of frozen foods. To locate dry ice, check with local food companies, chemists or druggists. When dry ice is obtained quickly after a power interruption, 50 pounds of dry ice should keep the temperature of food in a full 20 cubic foot freezer below freezing for three to four days. Twenty-five pounds of dry ice should hold the temperature in a half full 10 cubic foot freezer for two or three days.

Place dry ice on boards or heavy cardboard on top of the packages. **Do not handle dry ice with bare hands!!** It can cause burns. When using dry ice, the room should be ventilated. Once the dry ice is in the freezer, open the door only when necessary.

- If you must move your food to a neighbor's freezer or commercial freezer, firm - wrap the frozen food in newspapers and blankets, or use insulated boxes.
- **Refreezing Accidentally Thawed Foods**  
Some partially thawed foods can be refrozen. Check the food packaging label for information.
- **Meat and Poultry** — Refreeze if the freezer temperature is 40°F or below and if color and odor are good. Check each package, and discard if signs of spoilage (such as an off-color or off-odor) are present. If so, throw it away, as bacteria multiply rapidly.
- **Frozen fruits** can be refrozen if they are not badly fermented and still taste and smell good. Otherwise, if fruits are not spoiled, they may be eaten at once. Thawed fruits may be used in cooking or making jellies, jams and preserves. Fruits survive thawing with the least damage to quality.

- **Vegetables** — Do not refreeze vegetables if they have thawed completely. Refreeze only if there are ice crystals in the vegetables. If your vegetables have thawed and cannot be used soon, throw them out. If you have any doubts whether your vegetables are spoiled, throw them out. Don't wait for a bad odor.
- **Shellfish and Cooked Foods** — Refreeze only if ice crystal are still present or the freezer is 40° F. or below. If the condition is questionable, throw the food out!
- **Ice Cream** — if partially thawed, throw it out. Its texture after thawing is not acceptable. If its temperature reaches above 40° F. it could be unsafe.

## Cleaning Refrigerators and Freezers

to remove odor from your refrigerator or freezer, wash the inside with a solution of 1 tablespoon baking soda in 1 quart of tap water - or use one cup of vinegar to one gallon of tap water. Allow to dry thoroughly before replacing food items.

If the odor persists, use activated charcoal. This type of charcoal is extra dry and absorbs odors more quickly than grilling-type charcoal. It can be purchased at a drug store or pet supply store.

To use it, unplug the refrigerator or freezer. Put the charcoal in pans or on paper in the bottom of the appliance for several days. If the odor remains, put in new charcoal. When the odor is gone, rinse and dry the inside of the appliance then turn it on and it is ready for food.

**WARNING!!!**  
**When cleaning or discarding any refrigerator or freezer, be sure the doors are removed or secured against closing on a young child.**

# Salvage Hints and Cleaning Tips

## Walls, Furniture & Carpeting

There are a number of local **fire restoration companies** if you prefer to hire a professional to perform the clean-up for you. Their names and phone numbers are listed in the *Yellow Pages*.

1. **Personal Safety.** It is recommended that you wear an AIR FILTER MASK while cleaning. The use of RUBBER GLOVES and GOGGLES is suggested.

Seal off the room in which you are working with plastic wrap or visqueen to keep soot from moving from one location to another. Try to keep windows closed.

**WARNING!!!**  
**DO NOT mix ammonia and bleach.**

### 2. SMOKE ODOR / CLEANING SOLUTION

- 4 to 6 tablespoons tri-sodium phosphate
- 1 cup Lysol or any household chlorine bleach
- 1 gallon warm water

Tri-sodium phosphate can be purchased in your hardware store under the brand names TSP and Oakite. It is a caustic substance used commonly as a cleaning agent. It should be used with care and stored out of reach of children and pets.

After washing, rinse with clear water and dry thoroughly.

*This formula may be used on bleach-safe clothes, furniture, painted walls, floors and appliances.*

**Painted Walls.** Wash a small area at a time, using the formula in Paragraph 2. Work from the floor up. Do ceilings last. After washing, rinse thoroughly with clear water and dry thoroughly. It is advised that you use a smoke sealer (purchased in a paint store) before painting, as well as a vinyl primer. ***Do not repaint until walls and ceilings are completely dry!***

**Wallpapered Walls.** Your wallpaper may or may not be able to be cleaned. Check with your wallpaper dealer or installer. Use a commercial wallpaper paste to repaste loose edges or sections. Check with your wallpaper dealer or installer for information on wallpaper cleaners. Washable wallpaper can be washed like an ordinary wall, but care must be taken not to soak the paper. Work from bottom to top to prevent streaking.

3. **Furniture.** Do not use chemicals on furniture. A very inexpensive product called FLAX SOAP (readily available in hardware and paint stores) is a most efficient product to use on wood, including kitchen cabinets. Or you may use MURPHY'S WOOD SOAP.

*Do not dry furniture in the sun, as the wood will warp and twist out of shape.*

Clear off mud or dirt. Remove drawers. Let them dry thoroughly so there will be no sticking when you replace them. Wet wood can decay and mold, so dry thoroughly. Open doors and windows for good ventilation. Turn on your furnace or air conditioner, if necessary.

If mold forms, wipe the wood with a cloth soaked in a mixture of borax dissolved in hot water. To remove white spots or film, rub the wood surface with a cloth soaked in a solution of 1/2 cup household ammonia and 1/2 cup water. Then wipe dry and polish with wax.

Or rub the surface with a cloth soaked in a solution of 1/2 cup turpentine and 1/2 cup linseed oil.

**WARNING !!!**  
**Turpentine is combustible.**

**4. Floors - Linoleum.** If water has seeped under linoleum flooring, it will cause bad odors after several days, and begin to warp floors. The entire sheet of linoleum should be removed to allow floors to dry. If removed carefully, and the linoleum is still in good condition, it can be re-cemented after the floors are dry. If the linoleum is brittle, a heat lamp will soften it so it can be rolled up without breaking. Small blisters can be repaired by puncturing the blister with a nail and re-cementing. Dilute regular linoleum paste thin enough to go through a hand syringe and shoot adhesive through the nail hole.

Weigh down the linoleum with bricks or boards. Use the same cleaning solution as in Paragraph 2. It will take 4 or 5 applications. Then strip and re-wax.

**Tile.** It is usually possible to cement loose tiles of any type. *Wait until the floor is completely dry before beginning.*

**Wood.** Wood that is under water for any length of time will expand. When floors are buckling badly, remove the trim pieces, then remove one board along each edge of the floor to allow for expansion. The wood will again shrink as it dries.

## Salvage Hints and Cleaning Tips - Page 2

**5. Carpeting.** Allow the soaked and soiled rugs to dry thoroughly. Throw rugs can then be cleaned by beating, sweeping, or vacuuming, and then shampooing. If necessary, clean with a commercial rug cleaner, or by using the following home-made solution:

*Mix 2 tablespoons dish detergent with 1 cup water*

Take 1/4 cup of the cleaning solution at a time and beat with an egg beater. Apply with a soft brush, using a circular motion. Wipe with a soft cloth dampened in lukewarm water. Blot dry with towels. Clean one small area at a time. Rugs should be dried as quickly as possible. Lay them flat, and expose them to a circulation of warm, dry air. A fan turned on the rugs will speed drying time. Even though the surface seems dry, moisture remaining at the base of the tufts can quickly rot a rug. For further information on cleaning and preserving carpets, call your carpet dealer, installer or qualified carpet cleaning professional.

**6. Locks and Hinges.** Locks (especially iron locks) should be taken apart, wiped with kerosene and oiled. If locks cannot be removed, squirt machine oil through a bolt opening or keyhole and work the knob to distribute the oil. Hinges should also be thoroughly cleaned and oiled.

**7. Heating and Air Conditioning.** Change and clean air conditioner/heater filters.

**8. Electrical Appliances.** Do not use electrical appliances that have been exposed to water or steam until you have a service representative check them. Steam can remove the lubricant from some moving parts.

**9. Cooking Utensils.** Your pots, pans, flatware, etc. should be washed with soapy water, rinsed and then polished with a fine-powdered cleaner. You can polish copper and brass with special polish, salt sprinkled on a piece of lemon, or salt sprinkled on a cloth saturated in vinegar.

**10. Mildew.** To remove mildew, wash the fresh stain with soap and warm water. Then rinse and dry in the sun. If the stain has not disappeared, use lemon juice and salt, or a diluted solution of household chlorine bleach. Test colored garments prior to using any treatment.

You can also place small saucers of household vanilla, wine, vinegar or activated charcoal around your home to help absorb odor. Remember that the smoke odor is also inside the heating and cooling duct work; therefore, a professional service may be required.

**WARNING !!!**

**DO NOT use gasoline  
as a cleaning fluid.**

# Reference Directory

## ALASKA NATIVE MEDICAL CENTER

Emergency Department.....729-1729

## ALASKA REGIONAL HOSPITAL

24 Hour Emergency Room.....264-1222

TTY/TDD.....264-1224

## AMERICAN RED CROSS - South Central Alaska Chapter

Emergency Services.....646-5400

## ANCHORAGE FIRE DEPARTMENT

Administration Bldg., 100 E. 4th Ave, 99501

Fire Reports.....267-4942

EMS (Ambulance) Reports.....267-4944

Fire/Arson Investigation.....(907) 267-4962

Fire Marshal/Fire Prevention.....267-4901

Fire/Police Emergency.....9-1-1

## ANCHORAGE POLICE DEPARTMENT

4501 Elmore Rd., 99507

General Information.....786-8500

Neighborhood Crime Watch.....786-8585

Public Affairs.....786-8662

## BUILDING SAFETY - 4700 Elmore Rd..

Code Abatement Inspector.....(907) 343-8314

Building Safety.....(907) 343-8301

## FIRE AND WATER DAMAGE RESTORATION COMPANIES

*SEE YELLOW PAGES*

## HEARING IMPAIRED

RELAYalaska (TTY)..... 1-800-770-TYPE  
1-800-770-8973

RELAYalaska (Voice Phone).....1-800-770-TALK  
1-800-770-8255

## INTERNAL REVENUE SERVICE

Tax Information, 949 E. 36th Ave..... (907) 274-6391

## MATANUSKA TELEPHONE ASSOCIATION

Customer Service..... 745-3211

Eagle River Customer Service..... 694-3211

## MATANUSKA ELECTRIC ASSOCIATION

Eagle River Office..... 694-2161

## PROPERTY APPRAISAL

632 w. 6th Avenue, Suite 300..... 343-6770

## PROVIDENCE ALASKA MEDICAL CENTER

Main Switchboard, 3200 Providence Drive..... 562-2211

## PUBLIC TRANSPORTATION

People Mover Route & Schedule Information..... 343-6543

## SALVATION ARMY

Family Emergency Services..... 277-2593

McKinnell Emergency Shelter, 1712 A St..... (907) 276-1609

## SOCIAL SECURITY ADMINISTRATION

222 W. 8th Ave..... 1-866-772-3081

## UTILITIES

Anchorage Water & Wastewater (AWWU).....(907) 564-2700

Alaska Waste-Anchorage..... (907) 563-3717

Alaska Waste-Eagle River..... (907) 688-4446

Solid Waste Services (SWS)..... (907) 343-6250

Alaska Comm. Systems (ACS) - Residential..... (907) 563-8000

Alaska Comm. Systems (ACS) - Business.....(907) 563-2020

Chugach Electric Association, Inc.....563-7494

Enstar Natural Gas Company.....277-5551

Municipal Light & Power.....279-7671

## VITAL STATISTICS

Birth, marriage divorce or death certificates.....264-0692

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Federal Emergency Management Agency

Delray Beach Fire Department, Delray Beach, Florida