

After the Fire . . .

We continue to serve

KITTY HAWK FIRE DEPARTMENT

P.O. Box 549
965 West Kitty Hawk Road
Kitty Hawk, NC 27949
Phone: (252) 261-2666
FAX: (252) 261-6491

“That Others May Live”

AFTER THE FIRE

INTRODUCTION

The Kitty Hawk Fire Department's mission is to contribute to the maintenance and improvement of the quality of life in the Town of Kitty Hawk, North Carolina, through fire prevention, fire suppression, rescue, emergency medical services, or hazardous materials response and to reduce the adverse effects of fires, sudden medical emergencies, or the exposure to dangerous conditions created by either man or nature to all customers.

"After the Fire" has been developed to speed your return to a normal lifestyle. This booklet contains information to aid in your adjustment and recovery. It is hoped that this information will assist in reducing your losses.

For more information on the Kitty Hawk Fire Department, please visit our Website at KittyHawkFD.Com

Fire Chief Lowell Spivey

PHONE DIRECTORY

KITTY HAWK FIRE DEPARTMENT

Station 13

FIRE ADMINISTRATION – Kitty Hawk	261-2666
OCEAN RESCUE – Kitty Hawk	261-2666
FIRE TRAINING – Kitty Hawk	261-2666
FIRE PREVENTION – Kitty Hawk	261-2666
FIRE MARSHAL (Dare County)	475-5751

Other Outer Banks Fire Stations

FIRE STATION 11 – Duck	261-3929
FIRE STATION 12 – Southern Shores	261-2272
FIRE STATION 14 - Kill Devil Hills	480-4064/61
FIRE STATION 15 – Colington	441-6234
FIRE STATION 16-20-21- Nagshead	441-5909
FIRE STATION 17 – Roanoke Island	473-2300
COAST GUARD (Emergencies)	986-2175

**EMERGENCY !
DIAL 911**

Town of Kitty Hawk:

Administration	261-3552
Planning/Bldg. Inspections	261-3552
Police Dept.	261-3895
Public Works	261-1367
American Red Cross	800-737-9603
Salvation Army	252-338-4129
Animal Shelter Dare County	475-5620



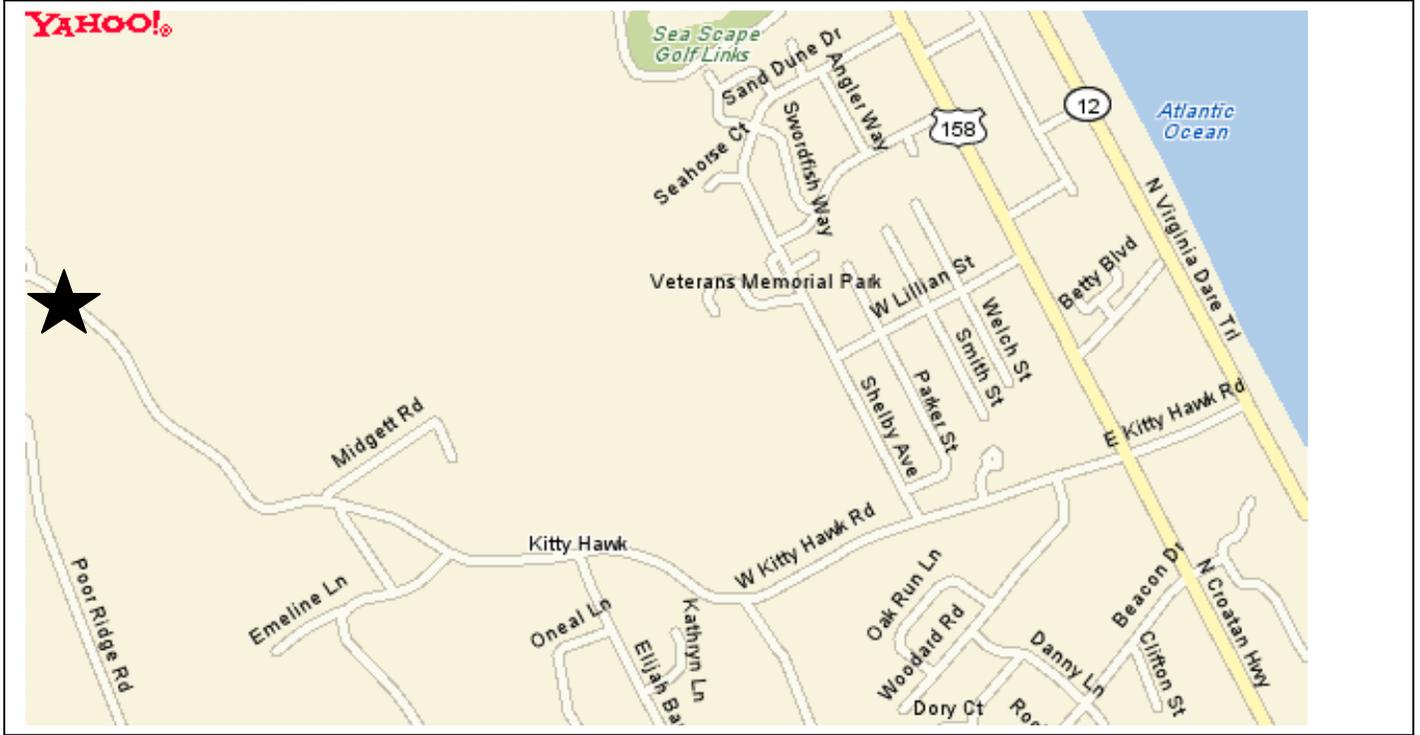
*Thank you
for taking time
to help us
better serve
you!*

FACTS IN BRIEF

AREA OF KITTY HAWK..... 8.5 Square Miles
POPULATION 3,399

Map of Kitty Hawk

Kitty Hawk Fire Department ★



WHY?

After the fire you may notice some damage that seemed unnecessary. “Why broken windows?” or “Why holes in the room?” Fires produce temperatures well over 1200 degrees F., along with smoke and hot gases. As a fire burns, it moves upward, then outward. Ventilation must be done quickly to help the trapped heat escape, reducing the spread and allowing the firefighter to make entry into the base of the fire. Often, a wall 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.

INSURED / NOT INSURED PROPERTY

IF YOU ARE INSURED

The first thing to do after the fire is to contact your insurance company or agent as soon as possible. If you are renting or leasing the property, you must also contact the owner. Your insurance adjuster may be able to assist you in making immediate repairs or help in securing your home. If you are unable to contact your agent and need professional assistance in boarding up your home, you may contact a general contractor or a fire damage restoration firm. (Refer to the Yellow Pages under “Contractors – General” or “Fire and Water Damage Restoration.”)

To obtain a copy of the official Fire Report, you or your agent may contact the **KITTY HAWK FIRE DEPARTMENT AT (252) 261-2666.**

IF YOU ARE NOT INSURED

If your property is not insured, or if your insurance will not cover all your losses, contact your family lawyer or the Internal Revenue Service for directions. You may be eligible for casualty loss. Check publication 547, Tax Information on Disasters, Casualty Losses and Thefts, available from your local Internal Revenue Service Office.

If you are not insured and need assistance, the **American Red Cross** is available to assist families who have been displaced from their homes through any type of disaster. They are available around the clock, every day of the year, with food, clothing and housing at **1-800-737-9603**.

GENERAL INFORMATION

IF YOU NEED EMERGENCY ASSISTANCE

If you need emergency assistance for food, clothing or lodging, contact the American Red Cross at **1-800-737-9603**.

PETS

Smoke can damage the lungs of a dog or cat in minutes, and sparks can cause painful burns that may stay hidden under your pet's fur. As soon as possible, take your pet to a veterinarian. If your pet is lost in the confusion, call the Dare County Animal Shelter at **475-5620**.

COUNSELING SUPPORT

After a fire, you may experience anxious feelings, depression, difficulty concentrating, sadness, anger, fatigue, irrational (unfounded) fears and nightmares. These are common responses to a traumatic event. If you or your family members need support, call the American Red Cross (1-800-737-9603) or check your Yellow Pages under Counselors. Some employers and/or health insurance carriers provide coverage for counseling services.

WHAT ABOUT CASH OR NEGOTIABLES

If cash or negotiables are burned, handle with extreme care and as little as possible. Attempt to encase each crisp sheet in a plastic wrap in order to salvage as much as possible. Take everything to your local bank for advice regarding replacement.

WHAT ABOUT FOODS?

Any food, beverage, and/or medicine exposed to heat or smoke should not be consumed. Medicines, especially, can change strength by exposure to heat. Please check with your doctor first before taking these medicines. If food was in tightly closed or sealed containers, or in airtight refrigerators or freezers, they may be salvageable. Do not use canned goods when cans are bulging, dented, or rusted. It is cheaper to replace the material than to jeopardize your health by taking a chance.

IF IN DOUBT, THROW IT OUT!

WHAT ABOUT ODORS?

Sometimes there is residual smoke odor from a small fire that is annoying and lingering. Short of a good cleaning of everything in the house, you can place small saucers of household vanilla, vinegar, or activated charcoal about your home to help absorb these odors. Remember that the smoke odor is also inside the heating and cooling ductwork, so you may get a fresh blast of it every time your air system is turned on.

If insured, consult your insurance company for assistance. If the odor does not go away in about a week, you may, and probably should call a janitorial supply or cleaning service specializing in restoration of fire-damaged property (refer to the Yellow Pages under Fire & Water Damage Restoration). They have the equipment to scrub out the ductwork and deodorize everything in the house.

IF YOU MUST STAY ELSEWHERE

GETTING YOUR FAMILY SETTLED

If your home is unlivable and if you cannot stay with family or friends, consult with your insurance company to see if you are covered for additional living expenses. Whether you are insured or uninsured, the American Red Cross (1-800-737-9603) will assist you and may be able to provide temporary shelter until you can make other arrangements.

TAKE VALUABLES WITH YOU

If you must leave your home, try to locate the following items to take with you: important legal documents, identification, vital medicines, eyeglasses, hearing aids, valuables, credit cards, checkbooks, insurance policies, money, jewelry, photos, etc. (Note—If your valuables are stored in a safe, let the safe cool down before opening.)

UTILITIES

Often, the Fire/Rescue service must have the utility service shut off or disconnected as a safety precaution and also to prevent further damage to the structure and its contents. The utility companies cannot restore utilities until the repairs are approved and clearance has been issued by the Town of Kitty Hawk's Building Inspections Department. The telephone number to request inspections is 261-3552.

IF YOU MOVE

If you move, notify the Dare Tax Listing and Vehicle Tax Office (457-5958), the Post Office, Banks, telephone, cable television service, credit card companies, magazines, newspapers, etc., of your new address. Also contact the Social Security Administration and the Department of Economic Security, if you are receiving benefits.

GENERAL CLEANING / SALVAGE HINTS

If insured, contact your insurance company. If not, here are some hints you might want to consider:

1. Vacuum all surfaces.
2. Change and clean air conditioner/heater filters.
3. Seal off the room in which you are working with plastic wrap to keep soot from moving from one location to another. Try to keep windows closed.
4. **Painted Walls** - To remove soot and smoke from walls, mix together 4 to 6 tablespoons in sodium phosphate (can be purchased in paint stores) and one (1) gallon of water. We suggest that you use rubber gloves and goggles while working with this solution.

Warning—Keep mixture away from children and pets

Wash a small area at a time working from the floor up. Do ceilings last. Rinse thoroughly, from the top down. Do not repaint until completely dry. It is advisable to use a smoke sealer (available in paint stores) before painting.

Wallpapered Walls – Usually wallpaper cannot be restored. Check with your wallpaper dealer.

5. **Furniture** – Do not use chemicals on furniture. A very inexpensive product called FLAX SOAP (readily available in hardware and paint stores) is an efficient product to use on wood, including kitchen cabinets. Do not dry furniture in the sun as the wood will warp and twist out of shape.
7. **Mattresses** – Reconditioning an innerspring mattress at home is very difficult if not impossible. Your mattress can probably be renovated by a company that builds or repairs mattresses. If you must use your mattress temporarily, put it out into the sun to dry – then cover it with plastic sheeting. It is almost impossible to get smoke odor out of pillows. Feathers and foam retain odors.
9. **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.

Warning – Do NOT use gasoline for cleaning

10. **Mildew** – To remove mildew, wash stain with soap and water. Rinse well and dry. If stain remains, use lemon juice and salt or a solution of household chlorine bleach and warm water.
11. **Clothes** -To remove smoke odor or soot from clothes that can be bleached, add ½ cup of ammonia to 2 gallons of water, then rinse in vinegar (use rubber gloves). Should you have any questions about the cleaning or preparation of clothing, it is wise to contact a cleaning service. Take wool, silk, and rayon garments to a dry cleaner as soon as possible.

Warning – Do NOT mix ammonia with

12. **Electrical Appliances** – Do not run wet appliances until a service technician has checked them.
13. **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, or you may use salt sprinkled on a piece of lemon or salt sprinkled on a cloth saturated in vinegar.

VEHICLE FIRES

IF INSURED

Contact your insurance agent who can explain coverage and assist you with your claim.

If your vehicle is damaged in a structure fire, contact both your home insurance and vehicle insurance agents.

IF UNINSURED

If the vehicle is repairable, a list of repair facilities can be obtained in the Yellow Pages of your phone directory, under Automobile Repairing and Service.

If towing is required, refer to the Yellow Pages of your phone directory, under Towing –Automotive.

If the vehicle is a total loss (beyond repair), it may have some value to a salvage yard. A list of vehicle salvage companies can be obtained in the Yellow Pages of your phone directory, under Automobile Salvage. Temporary transportation may be necessary. Taxicabs are available throughout the Outer Banks. Look in the Yellow Pages under Taxicabs for a listing of taxi services available on the Outer Banks.

FIRE DEPARTMENT PROCEDURES FOR VEHICLE FIRES

Occasionally, fire crews will have to force entry into the vehicle to check for fire extension and extinguish the fire. To ensure that the fire is completely extinguished, it may be necessary for fire crews to:

1. Cut and/or disconnect battery cables to prevent electrical shorting of wires where insulation of wiring has been damaged.
2. Complete removal of padding from seats, especially where cotton padding is used.
3. Force entry into the passenger compartment, engine compartment, and trunk of vehicle to extinguish, check for extension, and gain access to battery cables.

CUSTOMER REPLY

How are we doing?

We believe we can always improve. Please help us improve our service delivery by giving your response to the items listed below.

Officer: _____

Date: _____

EXPECTATIONS

(Please circle your response.)

	Fell Short		Met		Exceeded	Does Not Apply
OUR PEOPLE						
Performed their jobs efficiently	1	2	3	4	5	X
Were professional about their jobs	1	2	3	4	5	X
Took special care of you and your property	1	2	3	4	5	X
Took responsibility to answer your questions and resolve your problems	1	2	3	4	5	X
Helped you without being asked and anticipated your needs	1	2	3	4	5	X
OUR SERVICE						
911 / fire Communications Op.	1	2	3	4	5	X
Prompt Response Time	1	2	3	4	5	X
Fire Suppression	1	2	3	4	5	X
Medical Treatment by Fire Dept. personnel	1	2	3	4	5	X
Other Services <i>(circle if applicable)</i>	1	2	3	4	5	X
Vehicle Fire / Auto Accident / Brush Fire / Other _____						

OVERALL RATING

Overall, how did we perform? 1 2 3 4 5 X

COMMENTS: _____

(Optional)

Name _____ Phone _____

Address _____