

## Fire Department Operations

### **Why are the firefighters breaking windows and cutting holes in the roof?**

This is an extremely important operation known as **ventilation**. As a fire burns, smoke, heat and flames move upward and outward. Breaking the windows or cutting holes in the roof stops this damaging movement of hot gasses and smoke. This also enables the firefighters to fight the fire more efficiently, resulting in less damage to the structure and contents in the long run.

### **Why do the firefighters continue to break into the walls and ceilings, after the fire is out?**

This is another critical operation called **overhaul** and is done to be absolutely sure the fire is completely out, and there are no materials burning or smoldering in the walls or attic.

*Saving Lives and minimizing property loss are the greatest priorities of the firefighters. However, some items not burned may be damaged or destroyed anyway, either by ventilation and overhaul operations or by the very water used to put out the fire. Be assured, however, the fire department will make every attempt to protect as much property as possible.*

**If it can be done safely**, firefighters will attempt to protect interior items such as photo-graphs, furniture and other personal belongings by gathering them together and covering them with tarps and covers.

## Steps to Reoccupy Your Home or Business

### **What is the process to have my home or business inspected?**

Prior to moving back into your business or residence, you should contact the City of Susanville Community Development Department at (530) 252-5117. You will be directed to the office located at 66 North Lassen Street to complete a Site Survey application. This application initiates the inspection process to determine fire damage.

Permits for the repair of plumbing, mechanical service, electrical service and the structure itself may be required. In addition, depending on the extent of the damage plans for reconstruction may be required.

Community Development Department office hours are 8 a.m. to 5 p.m. Monday through Friday.

### **Who should complete the fire survey?**

The building owner or a licensed contractor may initiate the process. If the owner has selected a contractor, they may obtain the fire survey on behalf of the owner. Upon completion and submittal of the application, a fire survey inspection will be conducted. To schedule a time for the inspection, please call the Community Development Department at (530) 252-5117.

### **When can I occupy my home or business?**

Occupancy will only be granted when the environment of the structure is safe and restored to its original condition. The City of Susanville Building Inspector will determine this.

### **If plans are required for reconstruction, what process should be followed?**

The City Building Inspector will determine if plans for the reconstruction of the building are required. If plans are required, you will need to contact a designer, architect or engineer, depending on the level of damage. Three sets of plans must be submitted to the Building Division for review. Because of the circumstances, an expedited plan review process will be utilized.

### **After permits are issued, are inspections required?**

Yes, inspections can be required through the entire process. You may request inspections by calling (530) 252-5117.

### **Are there associated fees?**

Yes, fees are incurred during the fire survey process. Additional fees may be incurred during the plan review and permit process. For general fee information, call the Community Development Department at (530) 252-5117.

### **Agencies that may be helpful to you!**

American Red Cross  
(855) 891-7325

Salvation Army  
(800) 958-7825

United Way (Help-Link)  
(800) 273-6222

Crossroads Ministries  
(530) 251-0701

*You may need to contact your local bank branch, insurance agent, postmaster & subscription services to cancel services or obtain copies of statements, policies & passports.*

Dear Resident,

The City of Susanville's concern for your well-being does not end when the firefighters pick up their equipment and return to quarters.

The purpose of this pamphlet is to offer comfort and to guide and assist you through those difficult moments following a fire.

We believe the information and services noted in this pamphlet will ease some of the difficult moments that occur following a fire.

If for some reason, your needs are not met with the information in this pamphlet, please take a moment to call the City of Susanville Fire Department at (530) 257-5152. We will make every attempt to refer you to the appropriate resource.

Sincerely,

***James M. Moote***

Fire Chief

### Susanville Fire Department Chaplain

The Susanville Fire Department sponsors a Chaplain Program to aid, comfort and help the citizens of Susanville who are victims of emergencies.

Chaplain, Pastor Bruce Ingle, Gospel Tabernacle

Please contact the Fire Department at (530) 257-5152 and let us know if you would like the Chaplain to contact you. All referrals are kept strictly confidential.

### Things to Consider After the Emergency

Although the loss from a fire, even a small one, can seem overwhelming, there are some steps you should take as soon as you can.

- \* Give immediate notice of the loss to the insurance company or its agent; also contact your landlord or property manager, if applicable.
- \* Protect the property from further damage by making repairs such as covering holes in the roof or walls. (Look in the phone book for a licensed contractor to do this work.)
- \* Make an inventory of damaged personal property with information such as quantity, description, purchase price, date of purchase.

### Utility and Service Agencies

Susanville Water Co. (530) 257-1041

Susanville Gas Co. (530) 257-7237

Lassen Waste Systems (530) 257-3553

Frontier Telephone (800) 921-8104

Zito Cable (530) 257-4144

US Post Office

Main office (530) 257-4425

Eagle Station (530) 257-2704

Dept. of Motor Vehicles (800) 777-0133

Veteran's Administration (800) 827-1000

Susanville Sanitary District (530) 257-5665

LMUD (electricity) (530) 257-4174

# When the Smoke Clears

Some information you might need or find useful after experiencing a fire loss.

## CITY OF SUSANVILLE

**Fire Department**  
1505 Main Street  
Susanville, CA 96130

(530) 257-5152

**Community Development  
Department**

66 North Lassen Street  
Susanville, CA 96130

(530) 252-5117