

Getting Back on Your Feet After a Fire

Losing your home and possessions in a fire is traumatic and can be very overwhelming and heartbreaking. We are here to help.



Important Information

Date/Time of Fire:

IFFD Incident Commander:

IFFD Fire Investigator:

Insurance Company:

Insurance Adjuster:

Insurance Policy Number:

Vehicle Identification Number (VIN) for cars trucks and other motor vehicles damaged in the fire:



Contact Information

Idaho Falls Fire Department
343 E. Street Idaho Falls, ID 83402
Phone: (208) 612-8495 Emergency: 911

Disaster Assistance

American Red Cross (24 hours)
1-800-733-2767

Salvation Army (Idaho Falls)
(208) 522-7700

Idaho Falls Humanitarian Center
(208) 497-2868

American Legion (Veterans)
(208) 528-8387



First Thing's First

- Contact your immediate family members to let them know you are safe. (The local media will most likely report about the fire shortly after it occurs. Notifying your family members will help prevent unnecessary panic and worry.)
- It is important that you protect your property from additional damage caused by weather or unlawful entry. If you have homeowner's insurance, contact your insurance company and ask what you should do to keep your home safe until it is repaired as well as who to talk to about cleaning up your home.
- If your insurance company did not contact a local restoration company for you, contact them next. The restoration company, as well as other individuals who may request to enter your home after the fire MUST check with fire officials prior to making entry inside of the home to avoid interfering with the fire investigation process.
- Notify your landlord or mortgage company.
- Check with firefighters to see when and if it is safe to enter your home so that you can lock all doors and windows and retrieve medications, medical equipment, purse/wallet, vehicle keys, valuables and important documents, etc. Be very careful when you go inside. Floors and walls may be unsafe.

- If your property cannot be secured properly, notify the Idaho Falls/Bonneville County Dispatch Center at (208) 529-1200. Explain the situation and ask for extra police patrol on your street until the restoration company is able to secure your property. Don't forget to notify dispatch again when your property is secure.
- Document dates, times, names, phone numbers, discussions, etc. throughout the recovery process. Remembering who you spoke to and what was said during and after the incident may be overwhelming.
- Begin saving receipts for any money spent related to the fire loss. This information may be needed by your insurance company or on tax documents when proving losses. The more information and documentation, the better.
- Notify your employer. Some employers are flexible in allowing you daytime availability to deal with fire-related business. If you have school age children, notify their schools, specifically if the fire will affect attendance.



What if I can't return to my home after the fire?

- Contact the American Red Cross at 1-800-733-2767. They will help you find food, clothing and a place to stay. See additional disaster resources listed on the front page.
- Make arrangements with the fire department to retrieve important and necessary items that can be salvaged.
- Check with the fire department or the utility company to make sure the utilities have been shut off, and then follow-up with the utility company to see when they will be turned back on.
 - Idaho Falls Power: (208) 612-8430 (inside city of Idaho Falls limits).
 - Rocky Mountain Power: (888) 221-7070 (outside city limits).
 - Intermountain Gas: (208) 800-548-3679 (inside and outside city limits).
- If it is winter and you cannot return home, have your water lines drained.
 - Idaho Falls Water Division: (208) 612-8471 (inside city of Idaho Falls limits).
 - Falls Water Company: (208) 522-1300 (outside city limits).
- Notify the Postal Service to hold your mail. Mail can be forwarded to a temporary address for up to six (6 months).
- If your landline telephone or cell phone were damaged in the fire, replace them and then give your new number to your family members, the insurance company, restoration company, etc.
- Cancel all scheduled deliveries (i.e. newspaper, grocery delivery, cable television, etc.)

Additional information available on the Idaho Falls Fire Department Website.