

Basement Flood & Wet Carpet Checklist

The 24/7 Remedial Services field checklist for the first 24 hours after a basement flood in Kingston, Ottawa, Nepean, Brockville, Belleville and Eastern Ontario. IICRC S500 / S520 compliant.

Emergency dispatch: (855) 3247-FLOOD · +1 855-324-7356 · 247remedialservices.ca

Step 1 — Make the area safe (first 5 minutes)

- Shut off the water source if safe (main supply valve, appliance line, sump line).
- If water is near outlets or the panel, cut power at the main breaker.
- Turn the furnace and HVAC OFF to prevent mould spores from spreading through ducts.
- Keep children, pets, elderly and immunocompromised residents out of the affected area.

Step 2 — Document everything BEFORE cleanup

- Take wide photos of every wall and photos/video of the water line.
- Photograph the source (burst pipe, sump, floor drain, appliance).
- Record serial numbers of any damaged appliances or mechanicals.
- Save a copy of your policy and note your policy number.

Step 3 — Call in the first hour

- Call an IICRC-certified restoration company FIRST — you are legally required to mitigate.
- Then call your insurer to open a claim (usually within 24 hours).
- You are NOT required to use the insurer's preferred vendor (Ontario).
- Ask the restoration company for: WRT, AMRT, Subrogation, WSIB clearance and \$2M+ liability.

Step 4 — Do NOT do these things

- Do NOT run a household shop-vac on Category 2 or 3 water (sewage, groundwater).
- Do NOT spray bleach on drywall, carpet backing or wood framing.
- Do NOT rip out drywall without proper containment (spreads spores everywhere).
- Do NOT wait 3–5 days for the adjuster before starting mitigation.
- Do NOT sign a blank "we'll deal with insurance later" work authorization.

Step 5 — Wet carpet: remove or dry?

- Category 1 (clean supply-line water), extracted < 24 hours: MAY be dried in place, underpad replaced.
- Category 2 (grey water) or Category 3 (sewage / overland flood): REMOVE carpet, underpad and wet drywall.
- Wall-to-wall carpet cannot be salvaged after a sewer or flood-water event under IICRC S500.
- After remediation, replace with luxury vinyl plank, sealed concrete or ceramic tile — not carpet.

Step 6 — Watch for these mould-exposure symptoms

- Chronic cough, wheeze, worsening asthma, sinus infections.
- Itchy eyes, runny nose, sore throat, hoarseness.
- Headaches, brain fog, fatigue, difficulty concentrating.
- Symptoms that improve when you leave the house and return within a day.
- Higher risk: infants, seniors, asthmatics, immunocompromised residents and pets.

Insurance claim: what to have ready

- Policy number and effective dates.
- Sewer-backup and overland-water endorsement confirmation (if applicable).
- Photos and video from Step 2, timestamped.
- IICRC-certified restoration company's written Xactimate scope.
- Daily moisture logs and drying certificate from the restoration company.
- Receipts for emergency supplies, hotel, and any out-of-pocket costs.

Choosing the right restoration company

- IICRC WRT — Water Restoration Technician (required).
- IICRC AMRT — Applied Microbial Remediation Technician / mould (required).
- IICRC FSRT — Fire & Smoke Restoration Technician (bonus, shows depth).
- IICRC Subrogation training — handles complex insurance claims.
- Independent IEP on Condition 3 mould jobs (separate scope, remediation and verification).
- Local 24/7 dispatch with real trucks and drying equipment — not a call centre.

Prevention for the next storm

- Install a backwater valve (often required for sewer-backup endorsement).
- Add a battery-backup or WiFi-enabled sump pump with alerts.
- Place a WiFi water sensor on the basement floor and near the water heater.
- Extend downspouts 6+ feet from the foundation and grade soil away from the house.
- Replace basement carpet with waterproof flooring.

24/7 Remedial Services · IICRC WRT / AMRT / FSRT / Subrogation · Kingston, Ottawa & Eastern Ontario · 24/7/365 dispatch

Emergency: **+1 855-324-7356** · contact@247remedialservices.ca · 247remedialservices.ca

This checklist is provided for education. Follow local codes and your insurer's instructions. When in doubt, call a certified restoration company before touching contaminated water.