GUIDE TO FIRE RECOVERY



Incident Number _____

Incident Commander _____

Crystal Lake Fire Rescue Department

815-356-3640

Fire Rescue Chief Craig Snyder

Contents

Introduction 3
Security 3
Occupancy 3
After the Fire Checklist 4
Property Insurance 4
Insured Temporary Housing 5
Uninsured Temporary Housing Information 5
Information from the Insurance Information Network 5
Notification 6
Private Organizations 6
Reimbursement 6
Family Pets 6
Important Documents & Records 7
Valuables 7
Money 7
Damaged Currency 8
Melted Coins 8
U.S. Savings Bonds 8
Carpets & Rugs 8
Appliances 9
Cooking & Kitchen Utensils 9
Food & Medication Information 9
Clothing 10
Computers & Tapes 10
Electronics 10
Computer Discs & Tapes 10
Compact Discs 11
Audio & Video Cassettes 11
Locks & Hinges 11
Documents & Books 11
Leather & Luggage 12
Photos 12
Walls & Floors 12
Window Coverings 13
Counseling 13
Fire Rescue Department Operations 13
Fire Recovery Directory 17
Notes 18

Introduction

Recovering from a fire can be a physically and mentally draining process. Often the most difficult part of the process is where to begin and who to contact regarding the incident.

The Crystal Lake Fire Rescue Department has developed the "Citizen's Guide to Fire Recovery" to provide you with the information you may need in the near future to rebuild your life. In the event that you cannot find the assistance you need, please contact the Crystal Lake Fire Rescue Department, (815) 356-3640. We will do our best to assist in locating the appropriate individual or agency that can help you and your family recover from your loss. The Crystal Lake Fire Rescue Department is concerned with your well-being and the recovery of your property. We are committed to providing you with the best possible service.

SECURITY

After the Fire Rescue Department leaves the scene, the security of the structure becomes the responsibility of the owner or tenant. If you are the owner of the property, you are responsible for securing the building. Ask your insurance company what to do about the immediate needs of the dwelling, such as covering doors, windows and other exposed areas. You may also need to inquire about having excess water pumped out of your home. Consider contacting a Building Contractor to assist you in covering any holes and openings to protect the structure from the elements, vandalism and theft. Be aware of "private adjusters" and "board-up service contractors"; they may try to tell you they work with or for your insurance company. Fire officials at the scene may be able to assist you in avoiding unwanted solicitations by contractors.

OCCUPANCY

Depending on the extent of the damage to your home, you may not be able to stay in your home. The Crystal Lake Fire Rescue Department will have the utility services shut off or disconnected as a safety precaution. This action will also prevent further damage to the structure and its contents. If your home has structural fire damage, utility companies cannot restore your utilities until repairs are approved and the city building inspector (or county building inspector where applicable) has issued an occupancy certification. The building inspector will conduct an inspection of your home to assess the extent of the fire damage and to determine what permits are required to repair it.

After the Fire Checklist

- ☐ **Notify your insurance company of the fire.**
- ☐ The Crystal Lake Fire Rescue Department should see that utilities are either safe to use or are disconnected before they leave the site.
- ☐ **Do not attempt to turn on electric service to your home. Contact ComEd.**
- ☐ **Do not attempt to turn on gas service to your home. Contact Nicor.**
- ☐ Check with the Crystal Lake Fire Rescue Department to make sure your residence is safe to enter. Be watchful of any structural damage caused by fire.
- ☐ Do not attempt to service appliances in your home, call a professional.
- ☐ **Conduct an inventory of damaged property and items. Do not throw away any damaged goods until after the inventory has been completed.**
- ☐ Try to locate valuable documents and records.
- ☐ Do not consume food, beverages or medicine exposed to heat, smoke, soot and water.
- ☐ If you leave your home, contact the local Police Department to let them know the site will be unoccupied. See pg. 20 for contact information.
- ☐ **Begin saving receipts for any money spent related to the fire loss. The receipts may be needed by the insurance company and for verifying losses claimed on income tax.**
- ☐ Notify your mortgage company of the fire.

Property Insurance

As soon as possible, notify your insurance company that you have had a fire. The insurance company will send an adjuster to review the damage to your building and begin the process for filing a claim to help pay for repairs.

The insurance company will require a list of personal belongings that were damaged or destroyed. Begin making this list as soon as possible after the fire has occurred. Photos, operating manuals, sales receipts, etc., will help you and the insurance company in making this inventory list.

- ☐ If you have insurance, contact your agent before contracting for any work or repairs. If you are a tenant, contact the Resident Manager, the owner or the owner's Insurance Agent.
- ☐ Ensure that your property is secured in such a way as to prevent any further damage or possible looting. It is the owner's responsibility to prevent further loss at the site.
- ☐ Do not throw away any damaged goods until after an inventory is made. All damages are taken into consideration in developing your claim.
- ☐ Most insurance companies have a set of procedures to follow after a residential fire. Please consult your insurance company regarding their procedures. This information may include identifying lodging, contracting cleaning companies, etc.

Contacting your insurance company right after a fire has occurred can save you time and effort.

Insured Temporary Housing

- ▢ **If you are insured, contact your insurance company for detailed instructions on protecting the property, conducting inventory and contacting fire damage restoration companies.**
- ▢ Consider asking your insurance agent what actions are required of you.
- ▢ **Policyholders may be required to make an inventory of damaged personal property showing, in detail, the quantity, description and how much you paid for the items.**
- ▢ Check with your insurance agent to see if your policy covers temporary housing in a hotel.
- ▢ **Ask your agent for an advance on your insurance claim settlement.**
- ▢ Save all receipts related to your fire loss; you will need them for your insurance claim and for verifying losses claimed on your federal income tax statement.
- ▢ **Once you have made arrangements for temporary housing, please notify the Fire Investigator on the scene where you can be reached.**
- ▢ If applicable, notify your mortgage company.

Uninsured Temporary Housing Information

In the event that your home is damaged and it cannot be occupied, arrangements can be made through the American Red Cross. They can assist you in obtaining clothing, food or medication to take care of your immediate needs. If you do not have a place to stay, the American Red Cross can help you find temporary housing.

If still on the scene, the Crystal Lake Fire Rescue Department can contact the Red Cross for you. If you are uninsured or your insurance coverage does not cover the cost of a hotel room, you may want to contact friends and family. They may be a resource for food, shelter and clothing. A church may also be able to provide assistance for you and your family.

Information From The Insurance Information Network

- ▢ **Read your policy-** Know the policy, understand it and make sure that it covers your specific needs.
- ▢ **Document the Rebuilding Process**- Keep complete records of phone calls, letters and e-mail correspondence with insurance companies, agents, adjusters, government/municipal representatives and contractors.
- ▢ **Be aware of all insurance settlement deadlines and key dates**- Policies may have specific time frames for re-imbursement and construction milestones. If you are not sure, consult with your insurance agent or company.
- ▢ **Non-reimbursed catastrophic losses may be deductible from Federal and State Taxes**- Consult a qualified financial planner or CPA for rules and guidelines.
- ▢ **Keep a current home inventory**- Log all of your possessions and keep receipts, photographs or video as proof of purchase. Store the inventory log off of the property.

▢ **Fraud is rampant after a catastrophe**- Pay special attention to solicitors or anyone who tells you they can get you more than what your policy says, (this is an invitation to fraud).

▢ **Insurance companies include important coverage information with policy renewal billings**- Read the information and make sure that your policy is keeping pace with your financial needs.

Notification

If your relocation will be lengthy, notify:

▢ The Post Office (who can either forward your mail or hold it for you).
▢ Your employer
▢ Your bank
▢ Your children's school(s)
▢ Credit card companies
▢ The utility companies (Gas, Electric, Phone, Cable)
▢ Your friends
▢ Your family
▢ Your mortgage company
▢ Your township assessor
▢ The Social Security Administration (for identity protection and particularly if receiving a benefit)

Private Organizations

The following private organizations may be of assistance in your time of need.

▢ American Red Cross
▢ Salvation Army
▢ Religious Organizations
▢ Department of Social Services
▢ Civic Organizations
▢ State or Municipal Emergency Services Office
▢ Nonprofit Crisis Counseling Centers

Reimbursement

Consider contacting your family lawyer or the Internal Revenue Service for direction. You may be eligible for casualty loss reimbursement; check Publication 574, Tax Information on Disasters, Casualty Losses and Thefts, available from your local Internal Revenue Service Office.

Your Property

Family 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 Humane Society. If you need temporary accommodations or medical treatment for your pet(s), contact your veterinarian or the Humane Society.

Important Documents & Records

- ▢ Birth Certificates / Death Certificates
- ▢ Passports / Citizenship Records
- ▢ Driver's License / Automobile Registration
- ▢ Social Security Cards / Medicare Cards
- ▢ Marriage Certificate / Divorce Decree
- ▢ Military Records / Military Discharge Papers
- ▢ Bank Records including Checking / Savings account information
- ▢ Payment books
- ▢ Credit Cards
- ▢ Stocks and Bonds
- ▢ Title to Deeds
- ▢ Insurance Policies
- ▢ All Personal ID Cards (AARP, Library, Etc.)
- ▢ Wills / Burial Contracts
- ▢ Medical Records
- ▢ Animal Registration Records / Pet Licenses
- ▢ Warranties
- ▢ Income Tax Records
- ▢ Mortgage Records

Valuables

If you are unable to stay in the house, remove all valuables prior to leaving the residence. Take any necessary medications, eyeglasses, hearing aids, identification, credit cards, insurance policies, important legal documents and other items that you will need. Remember that medications may no longer be safe or effective after being exposed to a fire or smoke from a fire. If you have valuables stored in a home safe, wait until the safe has cooled completely before attempting to open it. A safe may hold heat for several hours. If the safe door is opened before the safe has cooled down, the entering air combined with the high temperature inside the safe could cause the contents to ignite. Handle burnt money or coins with extreme care. Place damaged currency into a plastic bag to salvage as much as possible. Take to any bank for advice regarding replacement.

Money

Handle burnt money as little as possible. Attempt to encase each bill or portion of a bill in plastic wrap for preservation. The Department of the Treasury, Bureau of Engraving and Printing, redeems partially destroyed or badly damaged currency. Mutilated U.S. currency may be exchanged at face value if more than 50% of a note (identifiable as United States currency) is present, or 50% or less of a note (identifiable as United States currency is) present and the method of mutilation and supporting evidence demonstrates to the Treasury that the missing portions have been totally destroyed.

Damaged Currency

Contact your local bank for assistance with any damaged money. Depending on the damage, money may be exchanged at a local level institution, or, send by "Registered Mail, Return Receipt Requested" to the Department of the Treasury, Bureau of Engraving and Printing, Office of Currency Standards, P.O. Box 37048, Washington, D.C. 20013.

Melted Coins

Send by "Registered Mail, Return Receipt Requested" to the Superintendent, U.S. Mint P.O. Box 400, Philadelphia, PA 19105.

U.S. Savings Bonds

Contact your local bank or call (800) 333-2919 to request a Department of the Treasury Form PDF-1048 (I). Please include name and address on bonds, approximate date of purchase, denomination and number of bonds. Send by "Registered Mail, Return Receipt Requested" to the Bureau of the Public Debt Savings Bonds Operations, P.O. Box 1328 Parkersburg, WV 26106-1328. The website address is as follows: www.ustreas.gov

Cleaning & Salvage Information

DISCLAIMER
The Crystal Lake Fire Rescue Department does not claim to be experts in the business of fire restoration, thus all information contained herein are suggestions to assist you. The Crystal Lake Fire Rescue Department shall not be held liable for any flawed or failed restoration practices. Our recommendation is that you contact an expert in the field of salvage.

1.Never use gasoline for cleaning.
2.Never mix ammonia with bleach, or simultaneously use cleaners containing either product.
3.Dispose of paints, fertilizers, pesticides and other chemicals properly.

Carpets & Rugs

Do not attempt to shampoo carpet. Cleaning should be done only under the direction of a certified restoration specialist.

If carpet is salvageable, water should be extracted as soon as possible. Hire a professional truck-mounted unit, which is more powerful than home rental units. Beating, sweeping and vacuuming throw rugs may remove the majority of the soot. Shampooing can be performed after the majority of the soot is removed.

Rugs should then be dried as quickly as possible. The best technique is to lay them flat and expose them to a circulation of warm, dry air. A fan turned on the rugs will help to speed the drying process. Make sure the rugs are thoroughly dry prior to use. Even though the surface seems dry, moisture remaining at the base of the fibers can quickly cause the rug to rot or mold.

Many people are allergic to molds and mildew. The Public Health Department recommends that all mattresses, upholstered articles and carpet pads be thrown out if they have been saturated with water. If they cannot be dried quickly and thoroughly, mold spores / mildew may grow within the fibers of the rug. This could be hazardous to your health and these items will need to be disposed. If you have any questions, please contact a certified professional.

Appliances

Do not operate wet appliances that have been exposed to water or steam until you have had a service technician check them. This is especially true of electrical appliances. Steam can remove the lubricant from some moving parts and cause mechanical failure. If the fire department turned off your gas service or power during the fire, call the electric or gas company to restore services.

Cooking & Kitchen Utensils

Do not use cooking and kitchen utensils for food or edible products once they have been exposed to contaminated water or chemicals.

Most items can be soaked in a solution of one tablespoon of household bleach to one gallon of lukewarm water. Wash the utensils in very hot, soapy water. Rinse in hot water. Dishwashers are excellent for cleaning pots and pans, dishes and utensils due to the high temperature of the water. If needed, copper, brass and silver can be cleaned with a metal polish. Plastic cookware, utensils, dishware, all components of baby bottles, containers, cups, bowls and wooden utensils cannot be disinfected after exposure to contaminated water or chemicals.

Food & Medication Information

Any food, beverages and medications exposed to heat or smoke should not be consumed. Prescription drugs can change chemically when exposed to heat. Please check with your doctor prior to consuming any medications.

If food was sealed in a tightly closed container or in an airtight refrigerator / freezer, it may be salvageable. It is better to replace the material than to jeopardize your health by taking a chance. **If you are in doubt, throw it out!** Food can be damaged by heat and smoke, even if not directly exposed to the fire. Any type of food stored in permeable packaging, such as cardboard, plastic wrap, etc., should be thrown away. Toxic fumes can penetrate the packaging and contaminate the food. Discard any raw foods stored outside the refrigerator.

Food in cans or jars may appear to be safe, but if they have been close to the heat of the fire they may no longer be edible and may contain harmful bacteria. Heat from the fire can activate food spoilage bacteria. To remove light smoke damage, 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 container with a grease pencil or permanent marker.

Do not use canned goods that have bulged, are dented, or have rusted. If your home freezer has stopped running, you can still save the frozen food. Keep the freezer closed and only open if necessary. Your freezer has enough insulation to keep food frozen for at least one day. You may consider using dry ice (available at some grocery stores) in the refrigerator or freezer to help keep food cold. You may want to consider moving your food to a neighbor's freezer or a rented freezer. Do not refreeze food that has thawed. If food from your refrigerator or freezer has an off-flavor or off-smell when it's prepared, throw it away. To remove odor from your refrigerator or freezer, wash the inside with a solution of baking soda and water, or use one cup of vinegar or household ammonia to one gallon of water.

Clothing

Smoke odor and soot can sometimes be washed from clothing. Do not wash heavily contaminated items with lightly contaminated items. If the item can be washed, wash with a laundry detergent and add a liquid fabric softener to the rinse cycle. It may need to be washed several times to remove the soot and smoke odor. If you have questions about the cleaning or preparation of clothing, contact a cleaning service. Take wool, silk or rayon garments to the dry cleaners as soon as possible.

Computers & Tapes

Water and soot is especially damaging to magnetic materials. The longer they have been wet, the greater the damage will be. A professional should examine items that have been exposed to contaminants before any attempt is made to use them. Severe damage is probable if an attempt is made to operate items that are not clean. Restoration of data is a process involving the emergency cleaning of the tape or disk so that data may be copied. Equipment may be damaged when trying to copy contaminated tapes or disks. If the information can be replaced, discard the disk or tape; do not attempt to restore. Contact your insurance company and a restoration specialist before proceeding.

Electronics

Do not attempt to turn the system on. This could cause additional damage. Dry immediately and consult an electronics repair company or fire restoration specialist.

Computer Discs & Tapes

If wet, dry immediately. Pry open plastic disk cover. Do not touch disk surface with bare hands. Remove disk with gloved hands. Computer diskettes should be washed several times in separate trays of distilled water. Dry with lint-free towels. Insert into a new disk cover and copy data. Discard the damaged original. If computer tapes are wet, rinse the tapes in cold distilled water. Clean and dry the tapes by winding them against a dry, lint-free pad. Replace the pad frequently so it will remain dry. Copy tapes and discard the damaged originals.

Compact Discs

Gently wipe the disc with a soft, dry, lint-free cloth. You should wipe from the inner to the outer edge. Do not wipe in a circular motion around the disc. If the disc is warped due to heat, do not attempt to play or recover data. Warped discs will damage your equipment. Contact a restoration specialist.

Audio & Video Cassettes

Tapes should be removed from the case and washed in clean or distilled water and then air-dried or dried very gently with a lint-free cloth. Handle the tape carefully. Make a copy of the tape and discard the original.

Locks & Hinges

All locks and hinges should be removed and cleaned. After they are clean, a small amount of oil should be applied to the surface. They can be used if they are in good condition with no warping noted. If locks and hinges cannot be removed, clean the surface and apply a small amount of oil.

Documents & Books

Air-drying is suitable for small numbers of books and records that are damp or water damaged only around the edges. Secure a clean, dry environment with a temperature below 70 degrees F. and the humidity below 50%. If these conditions are not met, mold will develop and distortion will be extreme. Keep air moving at all times by using fans in the secured room. Point the fans into the air and away from the drying records and books. If there is a large quantity of single pages or if the water damage is severe, other methods of drying will be more satisfactory and cost effective. Advice from a conservator or preservation administrator can be helpful before making the final determination.

Stacks of documents on coated, or shiny paper must be separated immediately to prevent them from sticking together. You may freeze the papers if you want to go through them at a later time. Care must be taken with water-soluble inks as well. Records with running or blurred ink should be frozen immediately to preserve the written record. Books that are soaking wet should be vacuum freeze-dried to minimize distortion of pages and bindings. Books containing coated paper should be frozen while still wet, and vacuum freeze-dried.

Consult a fire and water restoration specialist for information on how to have documents or books vacuum freeze-dried.

If records must be air-dried, the following steps will help achieve satisfactory results. Single leaves can be laid out on tables, floors, and other flat surfaces protected by paper towels or clotheslines. Leaves may also be strung close together and records laid across them for drying.

To begin the restoration of books, interleave every few pages, starting from the back of the book, turning pages carefully. For interleaving, use clean paper towels. Be careful not to interleave too much or the spine will become concave and the volume distorted. Complete the interleaving by placing clean blotter paper inside the front and back covers. Close the book and place it on several sheets of absorbent paper. Change the interleaving frequently. Turn the book over each time it is interleaved. When books are dry but still cool to the touch, they should be closed and laid flat, gently formed into the normal shape, and held in place with a light weight. Do not stack drying books on top of each other. In no case should books be returned to shelves until thoroughly dry; otherwise, mold might develop, particularly along the inner margins.

Leather & Luggage

Wipe leather goods with a damp cloth and then dry with a soft, dry cloth. Purses and shoes can be stuffed with paper to retain their shape. Leather goods should be dried away from the sun and high heat. When leather goods are dry, clean with saddle soap according to the manufacturer's directions. Rinse leather and suede jackets in cold water and dry away from heat and sun. Steel wool or a suede brush may be used on suede. Contact leather and suede cleaners for an expert opinion. Leave suitcases open to benefit from the circulation of room air.

Photos

Contact a photo restoration specialist for advice. Avoid touching the surface of photographs, prints and negatives. If wet, they should be kept wet in containers of fresh cold water until they are either air-dried or frozen. If allowed to partially dry they will stick together. Photographs, prints and negatives that are still wet and have stuck together may separate after soaking in cold water. Do not allow photographs to stay wet for more than 48 hours. Salvage color photographs first, then prints, then black and white negatives. Most prints and negatives may successfully be individually air-dried face up. Change blotting material beneath the photographs as it becomes soaked. To salvage slides, remove the slide from the slide mount immediately. Do not touch the emulsion surface. Air-dry and then remount.

Walls & Floors

Walls may be washed while still wet, using a detergent and warm water. Wash a small area at a time. Rinse with clear water. Ceilings should be washed first; walls should be cleaned working from the ceiling down. For heavy smoke damage on walls, furniture and floors, mix 4 to 6 tablespoons tri-sodium phosphate and one gallon of warm water. After washing the surface, rinse thoroughly. Tri-sodium phosphate can be purchased at some paint and hardware stores.

CAUTION: Tri-sodium phosphate is a caustic substance used as a cleaning agent. Wear rubber gloves and goggles when using. Read the label carefully. Keep out of the reach of children and pets. Keep all cleaning cloths saturated with cleaning solutions (besides water) in a metal container equipped with a tight fitting metal cover, mark the container and dispose of properly.

Washable wallpaper can be cleaned with detergent and warm water. Rinse thoroughly. Work from the floor upwards to prevent streaking. Heat and ventilate the room for several days to dry the plaster as well as the paper. Wallpaper edges that have loosened may need to be re-pasted. Do not repaint any surface until it is completely dry.

Window Coverings

Blinds can be cleaned with detergent and warm water or an all-purpose household cleaner. Before cleaning draperies, read the label for instructions. If it can be washed, wash with a laundry detergent and add a liquid fabric softener to the rinse cycle. It may need to be washed several times to remove the soot and smoke odor. Do not wash heavily contaminated items with lightly contaminated items. Draperies that must be dry-cleaned should be taken to a drapery, curtain and upholstery-cleaning specialist.

Counseling

After a fire, it is certainly understandable to experience the following:

- ▢ Anxious feelings
- ▢ Depression
- ▢ Sadness
- ▢ Anger
- ▢ Fatigue
- ▢ Irrational (unfounded) fear
- ▢ Nightmares and disturbed sleep

These are common and normal responses to a traumatic event. If you or your family members need support, call the American Red Cross or Department of Children's and Family Services. You can also check your local phone directory listed under "Counselors". Some employers and health insurance carriers provide coverage for counseling services. If you need assistance dealing with the tragedy, reach out to someone that you trust and ask for his or her help. If the situation seems to be more than you can handle emotionally, you may want to consider talking to a professional.

Fire Rescue Department Operations

The fire investigation…

The Crystal Lake Fire Rescue Department will work to make a determination into the cause of the fire. This may require that the fire scene be secured until after the investigation has been completed. While the investigation is ongoing, access to your property and belongings may be restricted. You will not be allowed to enter your home during this time without a Crystal Lake Fire Rescue Department escort. This precaution will ensure that the investigation will not be jeopardized.

Why are windows broken or holes cut in the roof?

Fire produces temperatures well above 1,200 degrees farenheight, along with thick smoke and hot gases. Eliminating some of this smoke and heat enables firefighters to more quickly locate and extinguish the fire. This may be done by breaking out windows or cutting holes in the roof (called ventilation).

Why are holes cut in the walls, floors or ceilings?
Fire often travels in the walls and between floors. Firefighters must check for these "hidden" fires by forcibly opening up these areas to ensure that the fire is completely extinguished.

Why does it seem like firefighters use so much water?
Firefighters try to limit water damage by choosing the smallest size hose possible, but large amounts of water often are needed to extinguish a fire. When possible, firefighters try to prevent water and smoke damage by covering belongings with tarps.

Why do so many firefighters respond?
When a structure is burning, there are many duties that must be quickly performed. Firefighters may be needed to search for victims, provide emergency medical treatment to patients, attack the fire, secure a water source, shut off utilities, and ventilate the building. Most of these duties must be done at the same time. While all of these assignments may not be needed at every fire, we are prepared in case they are.

Why are the utilities turned off?
When utilities are shut off, it is for the safety of both firefighters and others who may be inside a burning building. For example, the electricity is shut off to eliminate any possibility of electrocution that could be caused by exposed wires coming into contact with water. Natural gas is shut off because it can fuel the fire.

Is it possible to obtain a copy of the Crystal Lake Fire Rescue, Fire Report?
You may submit a request through the City of Crystal Lake Citizen Support Center on the City's website at www.crystallake.org.

·Visit the City's website at www.crystallake.org.
·Under the "Residents" tab, select Citizen Support Center.
·Click the "Make a Request" link.
·Click the Freedom of Information (FOIA) Request selection button.
·If this is your first time using the Citizen Support Center, you will be asked to create an account.

If you do not have access to the internet, you may submit a request by filling out a request form (Appendix A). Send the completed form to the City of Crystal Lake at 100 W. Woodstock St. Crystal Lake, IL 60014. Please send it to the attention of the City Manager's Office. You may contact the Crystal Lake City Manager's Office at (815) 459-2020 x 4084 for further information.

CITY OF CRYSTAL LAKE

REQUEST FOR PUBLIC RECORDS
SUPPLEMENTAL INFORMATION FORM

INSTRUCTIONS AND INFORMATION

a. By submitting this Request Form, you are agreeing to pay to the City, in advance of receiving copies of any public records, the copying and certification fees set forth in Section 1.

The fees set forth in Section 1 may be waived or reduced by the Freedom of Information Officer on determination and proof that the purpose of your request is primarily to benefit the general public and that you will receive no significant personal or commercial benefit from your request. If you wish to be considered for a fee waiver or reduction, you must submit the required statement as indicated in Section 1.

b. In Section 2, please indicate whether the request is for commercial purposes. You must provide the information in this Section.

c. The City will not mail copies of public records unless requested as set forth in Section 3 and then only upon advance payment of the actual cost of postage.

d. You must provide the information requested in Section 4.

e. In Section 5, describe the public records that you wish to inspect or to have copied or certified. Please be precise about what records you seek. You may use a separate sheet if necessary.

Indicate whether you request only to inspect the public records at the City Hall or whether you also request to have the public records copied or certified by checking the appropriate spaces.

f. You must sign the statement set forth in Section 6.

The City will disclose the public records requested on this Request Form within 21 Business Days after the receipt of this Request Form for all requests made for commercial purposes, and within five Business Days for all other requests, unless the applicable response period is extended as provided by law or the request is denied. All extensions and denials will be in writing and will state the reasons therefor. The Requestor may seek review of a denial by the Public Access Counselor of the Office of the Illinois Attorney General. Judicial review is available under Section 11 of the Illinois Freedom of Information Act, 5 ILCS 140/1 *et seq*. For more detailed information, please consult the City of Crystal Lake Rules and Regulations for Implementation of the Illinois Freedom of Information Act, which are available from the Freedom of Information Officer and at www.crystallake.org.

1. Agreement to Pay Fees

1. Copies – 8½ x 11 or 8½ x 14, Black and White

First 50 pages	Free
Additional pages	$0.15 per side

2. Other types of records with set fees — actual cost

I agree that I will pay the actual charges that the City incurs in connection with the copying services, and that the fees stated in items 1 through 3 above will not apply, if: (i) the City must use an outside vendor to copy a public record that is not 8½ x 11 or 8½ x 14, Black and White; or (ii) the requested records are of a type not listed above. I further agree that the fees stated in items 1 through 3 above will not apply if the fee for the requested records is otherwise fixed by statute. If the requested records are produced on an electronic medium, I agree to pay the actual cost of purchasing the medium.

Are you requesting a waiver of fee?_____Yes _____No
If yes, you must attach a statement of the purpose of the request, and whether the principal purpose of the request is to access or disseminate information regarding the health, safety and welfare or legal rights of the general public. 5 ILCS 140/6(c)).

2. Purpose of Request

Please check Yes or No for the following question:	Yes	No
I am requesting the public records identified in Section 1 above to use the records, or the information derived therein, for sale, resale, solicitation, or advertisement for sales or services.	___	___

Pursuant to Section 3.1(c) of the Freedom of Information Act, it is a violation of the Act for a person to knowingly obtain a public record for a commercial purpose without disclosing that it is for a commercial purpose. Each request for a public record or category of public records made in violation of this requirement (whether made as part of a single or multiple written requests) shall be subject to a fine of $500 and such other penalties allowed by law.

Revised 4-1-13

3. Request for Mail Delivery

___ I do not request mail delivery of any of the requested public records.

___ I request that the City mail copies of the requested public records to me at the address set forth in Section 4 below. I hereby agree to pay the actual postage for mailing before the records will be mailed.

4. Requestor

A. Name of Requestor:_____

B. Company:_____

C. Address: _____

_____

_____

D. Email:_____

Cell Phone_____ Home Phone_____

E. Date of Birth: _____(Required for Police Reports Only)

5. Description of Request

_____

_____

_____

_____

_____

_____

_____

_____

_____

How do you wish to view the record(s)? In person: ____ Mailed: ____ Email: ____

6. Signature of Requestor

By signing this Request, I acknowledge and represent that I have reviewed, and that I understand, the City of Crystal Lake Rules and Regulations for Implementation of the Illinois Freedom of Information Act and that all of the information provided in support of this request is true and accurate.

_____ _____

Signature of Requestor Date

_____

FOR CITY USE ONLY

Received by the City of Crystal Lake, McHenry County, Illinois:

Date: _____ Time:_____

Method of Delivery:
___ Personal Delivery during Business Hours
___ Personal Delivery after Business Hours
___ Mail Delivery during Business Hours
___ Mail Delivery after Business Hours
___ Electronic delivery by _____

City employee receiving request (if not Freedom of Information Officer):

Name: _____ Title: _____

Forwarded to Freedom of Information Officer (if applicable):

Date: _____ Time:_____

Due to Requestor: _____

Date forwarded to Department(s): _____

Department(s) involved: CMO _____ Finance _____ H/R _____ Building _____

Engineering _____ Planning _____ Public Works _____ Police _____ Fire _____

_____ Filed Electronically

_____ Closed File

Notes:_____

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FIRE RECOVERY DIRECTORY

ITEM OR NATURE	WHO TO CONTACT	NUMBER
Emergency	911 Dispatch	911
Police Assistance	Crystal Lake Police	815-356-3620
	McHenry County Sheriff	815-338-2144
City Inspectors	Crystal Lake Building Dept	815-356-3605
	McHenry County Bldg Dept	815-334-4560
Aid: food, shelter, clothing	Salvation Army	815-455-2769
	American Red Cross	815-455-9780
Gas Utility	NICOR	888-642-6748
Electric Utility	Com-Ed	800-334-7661
Soot exposed food & medication	Poison Control	800-222-1222
Insurance Policies: Home and Auto	Your Agent: Company:	Insert #
Damaged Currency	Local Bank / US Treasury	866-575-2361
Social Security Cards	Local Social Security Office	877-405-7828
Driver's License Replacement	Dept. of Motor Vehicles / Sec. Of State	312-793-1010
Title to Deeds	County Clerk's Office – Recorder	815-334-4110
Certificates of marriage, birth, death, voter registration	County Clerk's Office	815-334-4242
Mail forwarding	Crystal Lake Post Office	815-459-5979
Algonquin Township Assessor	3702 US Hwy 14, Crystal Lake	847-639-2700 x 421
Dorr Township Assessor	1039 Lake Ave, Woodstock	815-338-0128
Grafton Township Assessor	10109 Vine St, Huntley	847-669-3383
Nunda Township Assessor	3510 Bay Rd, Crystal Lake	815-459-6140

Notes