Strathmore

DEALING WITH SEWER BACKUPS

The Town of Strathmore provides this information as advice to residents. Please obtain professional advice and services if required.

After a Sewer Back-Up

A sewer back-up can leave behind harmful bacteria and contaminants. Proper cleanup helps protect your family's health and prevents mould growth and lasting damage to your home.

Stay Safe

Keep children and pets out of affected areas.

Wear:

- Rubber or waterproof gloves
- Rubber boots
- Eye protection

Wash your hands thoroughly after handling contaminated materials.

Ventilate the Area

Fresh air helps remove odours and moisture.

- Open windows and exterior doors whenever possible.
- Use portable fans to move air out of the building.
- Continue ventilation until all areas are completely dry.

Remove Contaminated Materials

Some materials cannot be safely cleaned after contact with sewage and should be discarded:

- Carpet and carpet underlay
- Upholstered furniture
- Drywall and insulation that became wet
- Cardboard, paper products, and books
- Soft toys and other absorbent items

Place contaminated items in strong garbage bags for disposal.

Clean Hard Surfaces

1. Remove any remaining dirt or debris.
2. Wash surfaces with hot water and detergent.
3. Rinse thoroughly.
4. Apply a disinfectant according to the manufacturer's instructions.
5. Allow the recommended contact time before wiping or rinsing.

Clean all affected floors, walls, fixtures, and other hard surfaces.

Dry the Area Completely
Moisture left behind can lead to mould growth.

- Use fans and dehumidifiers to dry affected areas.
- Continue drying until all materials are completely dry.
- Monitor for mould, musty odours, or staining in the following weeks.

Document the Damage
Before disposal or repairs:

- Take photographs of affected areas and damaged items.
- Create a list of damaged belongings.
- Keep receipts for cleanup and restoration costs.
- Contact your insurance provider as soon as possible.

When to Call a Professional
Professional restoration services are recommended when:

- Sewage affected a large area of the home.
- Water entered walls, ceilings, or HVAC systems.
- Structural materials are saturated.
- Mould develops.
- The source of the sewer back-up is unknown or recurring.

Important Reminder
Never mix bleach with ammonia or other cleaning products. Dangerous gases can be produced.
If you are unsure whether an item can be safely cleaned, it is usually safest to discard it. Protecting your health should always be the priority.

Questions? Contact your municipality, insurance provider, or a qualified restoration contractor for assistance.

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