



# **FLOODING JULY 2021**

## **ASSISTANCE TO VICTIMS**

*End of emergency period*

**PRESS CONFERENCE - 7 AUGUST 2021**



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## ACCEPTED DONATIONS AND VOLUNTEERS

### DONATIONS

STOP, EXCEPT FOR:

- Financial donations → BE46 0910 9162 3836
- Household and electrical appliances (new condition only)
- Furniture (new condition only)

These donations will exclusively benefit the victims.

We may consider new calls for solidarity later, based on specific needs, once identified by the field actors.



### VOLUNTEERS

For any request and/or proposal for voluntary assistance → **087/326.050**

The “volunteer management” unit matches the proposals from volunteers and the requests for assistance from victims. If you wish to provide assistance or if you need specific help, please contact that number.



## DISTRIBUTION OF RECEIVED DONATIONS

All donations collected through different channels (private initiatives, City, etc.) have been grouped together in order to facilitate their distribution to the victims.

### CLOTHES (IN GENERAL)

Pont aux Lions, 1 (former C&A)

*Clothes / bed linen / blankets / childcare equipment / children's toys / sleeping bags / etc.*

- from Monday, 9 August 2021
- Monday to Friday, from 10 a.m. to 5 p.m. (closed on weekends)
- **access limited** to people in possession of a **damage certificate** (issued at the "Fonds des calamités" counter, Place du Marché, 9, open 8:30 a.m. - 12 p.m. / 2 p.m. to 4 p.m.)

Victims of flooding will receive assistance depending on their needs (no free choice).

### FURNITURE AND HOUSEHOLD APPLIANCES

*Tables, chairs, beds, wardrobes, crockery, infant chairs, strollers, sundries, washing machines, microwave ovens, etc.*

The purpose is for the victims to receive personalised assistance (i.e. adapted to the personal situation).

This assessment will depend on the field actors (social workers of the partner services associated with the coordination).

Victims in need are therefore invited to contact one of the following phone numbers depending on their wishes and/or their familiarity with one of the concerned services:

#### CPAS OF VERVIERS

- Beneficiaries of R.I.S. (social integration income) → their file manager ;
- Others → 087/307.307 – Rue du Collège, 49 in 4800 Verviers – [inondations@cpasverviers.be](mailto:inondations@cpasverviers.be)  
– Monday to Friday: 8:30 am to 12 pm and 1:30 pm to 4:30 pm



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## RELAIS SOCIAL URBAIN OF VERVIERS



087/310.315 – 0478/35.01.53

Rue Calamine, 52 in 4801 Verviers – [reveral.rsuv@gmail.com](mailto:reveral.rsuv@gmail.com) – Monday to Friday: 8:30 am to 4:30 pm

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## TELE-SERVICE

087/330.388 – Rue Paul Jason, 21 in 4800 Verviers – [co.sisterman@hotmail.com](mailto:co.sisterman@hotmail.com) – Monday to Friday: 8:30 am to 12 pm and 1:30 pm to 5 pm

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## CITY OF VERVIERS (PLAN DE COHÉSION SOCIALE [SOCIAL COHESION PLAN] & PLAN DE PRÉVENTION [PREVENTION PLAN])

Mrs Katja LONEUX: 0485/540.234 – [katja.loneux@verviers.be](mailto:katja.loneux@verviers.be) – Monday to Friday: 8:30 am to 12 pm and 1:30 pm to 4:30 pm - offices relocated in the coming days in the Maison de l'Egalité des Chances: Rue Lucien Defays, 10 in 4800 Verviers)

The received donations will be distributed depending on the needs identified by the social workers. A delivery service is being set up.

## FOOD AID AND ESSENTIAL PRODUCTS

Since the beginning of the crisis, several local centres have distributed food and essential products. This help was supplemented during the first few weeks by many private initiatives.

Now, the usual food aid actors are able to meet all the food aid needs, opening up, if necessary, to other actors than the usual ones.

Besides, the significant field work that was carried out enabled to identify the needs of the victims and to provide personalised answers, that respect their dignity.

Therefore:

- The **local centres set up by the City** are already closed or will be by 9 August 2021 at the latest.



- The **home delivery of hot meals** provided by the coordinated work of different non-profit organisations and many volunteers will end on 13 August 2021.
- A shuttle bus will be set up thanks to TEC Liège/Verviers from (in order to help the victims with no means of transport to be able to go grocery shopping again:

Outward journey	Return journey
<i>Hôtel Verviers - rue de la Station</i> <i>Rue Peltzer de Clermont (temporary stop)</i> <i>Rue de la Concorde</i> <i>Place de la Victoire</i> <i>Rue du Palais</i> <i>Place Sommeleville</i> <i>Rue de Limbourg</i> <i>Roundabout at the bottom of Stember</i>	<i>Same journey for the return trip, <u>except</u> that Place de la Victoire, the bus will go down rue d'Ensival to take Boulevard de Gérardchamps and go back to Hôtel Verviers.</i>

**Schedule:** loop / from Tuesday to Saturday / 10 am - 6 pm

**Any person with no solution to feed themselves is invited to contact:**

- CPAS OF VERVIERS
- RELAIS SOCIAL URBAIN OF VERVIERS
- TELE-SERVICE
- CITY OF VERVIERS (Plan de Cohésion Sociale [Social cohesion plan] & Plan de Prévention [Prevention plan])

The contact information of these actors are listed in the pages below.

A personalised solution will be provided to each person.

The different actors will collaborate, providing each other all necessary support to manage the extra work due to this crisis.

About the **private initiatives** of food distribution or actions for the victims, do not forget that:

- All necessary authorisations are requested (administrative police): Rue des Martyrs, 45 in 4800 Verviers – 087/325.371 & 087/325 [pol.adm@verviers.be](mailto:pol.adm@verviers.be) ;
- All rules relative to the food chain safety must be strictly respected;
- You should insure coordination with the field actors beforehand (by calling the “volunteer coordination” service of the city of Verviers): 087/326.050)



## SCHOOL SUPPLIES

All donations were grouped together in order to be distributed to the schools, all networks included.

Contact: Public education service: 087/325.264 – Place du Marché, 41 in 4800 Verviers – [instruction@verviers.be](mailto:instruction@verviers.be)

## OTHER

## RECEPTION AREA

A **reception area** will be maintained at the library (C.P.I. – Place du Marché, 9 in 4800 Verviers) at least until 23 August 2021. Any victim of the flooding will find a place to express their needs. They will be listened to and guided.

During the implementation period of the new system (thus temporarily), a **distribution point** will remain at l'Ecole du Centre, Rue Ortmans Hauzeur, 26 in 4800 Verviers).

## FACILITIES

**Mobile showers** have been installed on place du Marché and Grand Place in Ensival.

Access from 5 p.m. to 9 p.m. (towels and hygiene products are available).

From 9 August, from 6 pm to 8:30 pm.

Mobile toilets are available:

- Place du Marché
- Grand Place in Ensival





## HOUSING

### EMERGENCY ACCOMMODATION

DUS (Dispositif d'Urgence Sociale - Social Emergency Plan) contact only by phone at 087 352 121 for an individualised solution.

### STABILITY

Access to the buildings identified as problematic by the teams of the town hall is prohibited by decree. Only an architect or a stability engineer can lift this decree. They are the only ones allowed in the premises. Their positive report must then be forwarded to the Travaux (Works) department (087 327 502 – [travaux-ba@verviers.be](mailto:travaux-ba@verviers.be)).

If you notice an urgent problem, contact the emergency services (112).

### ENERGY AND WATER

The relevant companies are working to restore electricity and gas. Most problematic situations have been solved. For more information about these questions, please contact:

For electricity: ORES – 078 78 78 00

For gas: RESA – 04 220 12 11

Water has been restored everywhere and is absolutely drinkable. In the event of a problem, please contact SWDE: 087/87.87.87.



## ADVICE

For any question regarding housing, a specific help desk is available: Pont de Sommeleville, 2 – 087 327 583 – [logement@verviers.be](mailto:logement@verviers.be) – 8:30 am to 12 pm and 2 pm to 4 pm, Monday to Friday.

In any damaged building, it is always recommended to:

- Ventilate as much as possible;
- Clean with bleach (respecting all precautions for use)

## CHILD CARE

Child care at l'Ecole du Centre: rue Ortmans Hauzeur 26.  
Open from Monday, 2 August until Friday 27 August, from 10 am to 5 pm.

## “FONDS DES CALAMITÉS” DESK/ INSURANCES

There are permanent offices at the municipal administration: in front of the city hall, place du Marché, 9 from 8:30 a.m. to 12 pm and from 2 p.m. to 4 p.m. from Monday to Friday (087 326 000). That desk can issue damage certificates.

You can also receive assistance to fill in the online damage declaration form following the same schedule.

## CARE AND PSYCHOLOGICAL SUPPORT

Thier Mère Dieu medical centre (opening times specific to the centre)

All requests for psychological assistance for the victims or people in contact with the victims must be expressed: from 8 am to 8 pm, 7 days a week: 0474 39 44 54 – after 8 pm – 7 days a week: 107

## COMMUNICATION CHANNELS

FB page: <https://www.facebook.com/verviers>

Website of the city: [www.verviers.be](http://www.verviers.be)



## MORE INFORMATION:

### City of Verviers

Muriel TARGNION, Burgomaster  
087 325 201  
[Claude.poulet@verviers.be](mailto:Claude.poulet@verviers.be)

Jean-François CHEFNEUX, Deputy burgomaster  
087 326 008  
[Alexandra.navaux@verviers.be](mailto:Alexandra.navaux@verviers.be)

Flooding coordination  
Place du Marché, 9  
087 326 050  
[Sophie.denis@verviers.be](mailto:Sophie.denis@verviers.be)

Communication unit  
087 326 064  
[communication@verviers.be](mailto:communication@verviers.be)