

# L'ISLE-VERTE

## SIX MONTHS AFTER THE TRAGEDY



On January 23, 2014, an intense fire broke out at the Résidence du Havre in L'Isle-Verte. The small community was faced with great hardship as it mourned the loss of 32 lives. Moved by the tragedy, donors came forward to offer financial support for the community's recovery. Thanks to them, the Red Cross has been able to provide aid to survivors, to Résidence du Havre employees who lost their jobs, to grieving families, and to the community at large over the past six months.

**THANK YOU!**

# SUMMARY OF OUR RESPONSE



**85 individuals and families** assisted, including:

**22 people affected by the disaster**

**19 Résidence du Havre employees** who lost their jobs



**765 vouchers or purchasing cards** distributed

## Assistance for emergency responders

Support is offered to organizations and emergency responders that incurred additional fees to provide services.

## Community health project






Through the Rivière-du-Loup CSSS [Health and Social Services Centre], the Red Cross supported an initiative to put together a team of social workers specifically devoted to the community's recovery. In cooperation with existing services, the team has accompanied affected people in the steps toward recovery, reduced psychological damage in individuals, and encouraged members of the community to resume their social activities.

## Community support

Community assistance projects must promote family togetherness. As part of this component of the Assistance Program, the Red Cross has supported events such as the L'Isle-Verte Carnival, the Grande fête de la solidarité, and other activities to commemorate those who lost their lives in the tragic fire.

## School project

Thanks to a collaborative project with the Kamouraska -Rivière-du-Loup school board, students at the Moisson d'Arts School will be able to take Gardiens avertis training or other age-appropriate First Aid courses.

	Aid distributed	Aid planned	Total
 Assistance for those impacted by the disaster, employees who lost their jobs, grieving families and families affected by the disaster, and community support (including emergency assistance)	\$122,000	\$75,150	\$197,150
 Assistance for emergency responders	\$10,000	\$20,000	\$30,000
 Community health project	\$75,000	-	\$75,000
 School project	\$6,600	-	\$6,600
 Fundraising fees (5%)	\$16,250	-	\$16,250
<b>Total</b>	<b>\$229,850</b>	<b>\$95,150</b>	<b>\$325,000</b>

# THEY RECEIVED ASSISTANCE FROM THE RED CROSS HERE ARE THEIR STORIES



## Jeanne Groulx

During the night of January 23, 2014, Jeanne Groulx, a resident in the wing for dependent residents who require extra assistance, had to be evacuated from her room at the Résidence du Havre. Her daughter, Louise Beauvais, rushed to the emergency centre that night and tried to comfort her. Ms. Groulx was in shock and had to be sent to the hospital to receive special care. It was that night that Ms. Beauvais witnessed firsthand the efficiency of the Red Cross' emergency response.

Ms. Beauvais took charge of her mother's file with the Red Cross in the months following the fire, and her experience taught her about how the organization operates. "I have always respected the Red Cross, but I didn't have any concrete examples to help me understand how the organization worked. Now, I have a very high opinion of the Red Cross, and if my mother could express herself clearly, I know she would say the same thing."

**"The Red Cross volunteers were very kind. They provided what was essential for my mother, and now her needs are met."**

Ms. Beauvais is aware of how lucky her mother was: "My mother was one of the first people to be evacuated from the building. A few days later, a police officer went to her room to look for her glasses and dental prosthesis, which were still intact." Even though her bedroom did not catch fire and some of the furniture and clothing were salvageable, other items were too damaged to be saved.



## Arnaud Côté

To his neighbours, Arnaud Côté is a hero. When he woke to a fire alarm the night of January 23, 2014, Mr. Côté was quick to react. Despite the sense of panic that reigned in the hallways, Mr. Côté wasted no time in waking his neighbours. Mr. Côté saved three lives as the building went up in flames around him.

When a friend of Mr. Côté heard of the fire at the residence, he rushed to the scene and let Mr. Côté spend the night at his house. By the next day, the Red Cross had set up an emergency centre in the gymnasium of the elementary school and was assisting those affected by the disaster.

**"I was warmly welcomed and the volunteers were kind. The Red Cross found me a hotel where I could sleep and eat for a few days. This gave me time to look for a new, permanent home."**

Mr. Côté is resourceful and moved shortly thereafter to the Villa Rose des Vents in L'Isle-Verte. The Red Cross' assistance allowed him to purchase furniture for his new apartment. He is very grateful for the help he received.

Now settled at his new residence, Mr. Côté has resumed his normal life. His neighbours are unaware that 84-year-old Mr. Côté is a hero who demonstrated tremendous courage when it mattered most.

# OUR PARTNERS

## Major partners

These partners support the Red Cross through substantial regular donations or by organizing major annual fundraising campaigns among their client base or their employees. Thanks to them, the Red Cross is ready to assist those who need it most, when they need it the most in an emergency.

Bell  
Campagne Entraide  
among employees  
and retirees of the  
Government of Quebec  
City of Laval

City of Montreal  
City of Quebec  
Desjardins  
Hydro-Québec  
J.A. Bombardier Foundation  
La Capitale Financial Group

Power Corporation Canada  
Quebecor  
Rio Tinto Alcan  
Royal Bank  
STM  
Walmart Canada

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## Major donations from businesses – \$10,000 and higher




Desjardins  
Promutuel  
Industrial Alliance  
Royal Bank  
National Bank of Canada  
BMO Bank of Montreal


Sun Life Financial  
Government of Quebec  
and members of Parliament  
Innergex Renewable Energy Inc.  
Viger-Denonville Community  
Wind Farm

New Democratic Party (NDP) Caucus  
Metro  
Seacoast Management Company  
Fromagerie Les Basques



## Stay in touch!

-  For pictures of our operations
-  For news about our activities throughout Quebec
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 For word about what is happening within the Red Cross (disaster response, first aid, water safety and so on)

 To view our most recent video productions

[www.redcross.ca/lisleverte](http://www.redcross.ca/lisleverte)

To contact the Red Cross in L'Isle-Verte:  
418-714-4240