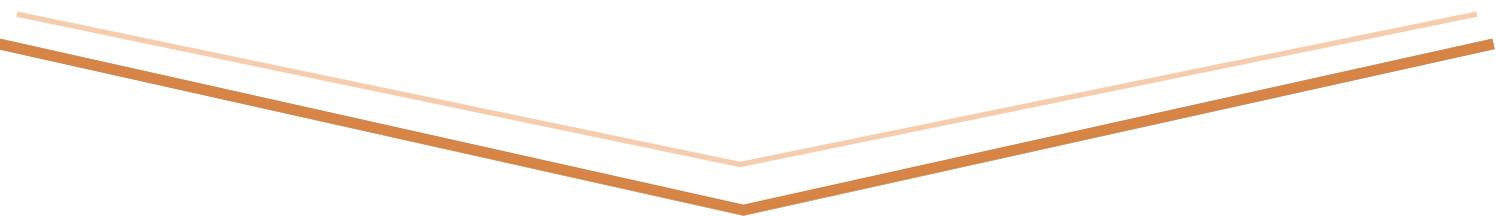


Town of High River

Household

**Emergency
Guide**



Preparing for an Emergency

Introduction

If an emergency happens in High River, it may take emergency workers some time to reach you. You should be prepared to take care of yourself and your family for a minimum of 72 hours. Your family may not be together when an emergency occurs; however, you can proactively plan how to meet or how to contact one another, and discuss what you would do in different situations.

Use this guide to create your own emergency plan. The guide includes forms to complete and activity pages that will help you and your family know what to do in case of an emergency. Keep your plan in an easy-to-find and easy-to-remember place (on top of your refrigerator or with your Ready-to-Go Kit). Photocopy your plan and keep a copy in your car and/or at work. If you complete your plan online, keep an electronic version on your computer and a copy on a USB stick that you can take with you if you need to leave.

Where to go for information during a local emergency:

During a local emergency, information from the Town of High River will be available via:

- Town Facebook page <https://www.facebook.com/highriver.ca>
- Twitter @TownOfHighRiver
- Audible sirens located throughout town
- Local radio stations (Sun Country 99.7, Eagle 100.9 FM, and AM 1140)
- High River ALERT System www.highriver.ca
- Town website www.highriver.ca
- Town Crier and special email notifications to subscribers

Alberta Emergency Alert System

The Alberta Emergency Alert System warns Albertans over radio, television, websites and social media of an emergency in their area and what actions to take. The system delivers vital information regarding a threat to the safety of Albertans within regions of the province. Learn about the sign up for alerts at www.emergencyalert.alberta.ca.

Information may be provided regarding:

- Severe weather
- Flooding
- Wildfire
- Hazardous material release
- Evacuation
- Other threats to human life or safety

It is important to have access to a radio (either a crank radio or a radio with battery back-up) to hear critical information in the event of a disaster. Social media updates are also available and can be sent to your cellular phone.

Visit www.emergencyalert.alberta.ca for more information.

The Town of High River acknowledges and thanks ATCO Gas and the volunteers of The Church of Jesus Christ of Latter Day Saints for support with this information package.



High River ALERT System



Subscribe online at
www.highriver.ca

Receive critical, time-sensitive, emergency alerts directly through:



Phone call
Voice mail



Email



Text
Messages

High River residents can now receive critical, time-sensitive emergency alerts directly through phone, email and text messaging with the brand new High River ALERT System. The new system is part of a comprehensive emergency management plan being implemented by the Town of High River.

This system will provide High River residents and businesses as much time as possible to prepare for an emergency and will provide an early warning to ensure they are aware of an emergency situation.

High River ALERT can send notifications regarding:

- Critical emergency alerts (immediate threat to safety)
- Severe weather warnings for High River
- Public safety notifications (water, utility, fire, RCMP, and transportation alerts)

Residents can choose multiple ways to be contacted including home, work and mobile phone numbers, text messages, as well as several email addresses. There is also an iPhone and Android app available for mobile phones.

This system is just one way the Town of High River will communicate with residents during an emergency. Alerts and updates will also be sent through:

- Alberta Emergency Alert (www.emergencyalert.alberta.ca)
- Town of High River website (www.highriver.ca)
- Facebook.com/highriver.ca and Twitter @TownOfHighRiver
- Local radio stations (Sun Country 99.7 FM, Eagle 100.9 FM and AM 1140)
- Audible sirens located throughout town
- Town Crier and special email notifications to subscribers

For more information on the High River ALERT System, or to subscribe, visit www.highriver.ca or call **403.652.2110**.

Know the Risks



Although the consequences of various disasters can be similar, knowing the risks can help you better prepare. In High River we could face a number of emergencies which may require an evacuation or alternatively, may mean we have to stay in our homes.

Risks may include:

• Severe weather events including:

- Floods
- Windstorms
- Snow or ice storms with power outages
- Tornadoes

- Wildfires
- Pipeline or vessel rupture of volatile materials under pressure
- Dangerous goods spill, fire and/or explosion

Safe Home Instructions

Every home should have a working carbon monoxide detector, smoke alarms, a well-stocked first aid kit and fire extinguishers on every level including in the kitchen. All capable adults and older children should know where to find the fire extinguishers and how to use them. Consult the manufacturer's instructions regarding the lifetime of your fire extinguisher and replace batteries in your smoke alarms when you change your clocks.

Older children and adults should know how to turn off your home's water, electricity and natural gas. Make large, easy-to-see signs for water and natural gas shut-offs as well as for the electrical panel. For the gas and water valves, keep shut-off instructions close by and read them carefully. Teach children how and when to dial 9-1-1 as well as how to call the designated out-of-town contact. During an emergency limit phone calls to urgent messages only so that you don't tie up phone lines. Keep calls short to free up the lines for others. Text messages often get through faster during an emergency.

Shelter-in-place



In severe weather or in the event of a hazardous chemical release you may be instructed to "shelter-in-place". This means you must remain inside your home or office and protect yourself there. Having a Ready-to-Stay Kit is important to make your shelter-in-place more comfortable. The following steps will help maximize your protection in the event of a chemical release:

- Close and lock all windows and exterior doors.
- Turn off all fans, heating and air-conditioning systems to avoid drawing in air from the outside.
- Close the fireplace damper.
- Go to an interior room that's above ground level; if possible, one without windows.
- Take your Ready-to-Stay Kit including a battery or crank radio, cell phone and your computer into the room with you.
- Using duct or another wide tape, seal all cracks around the door and any vents into the room.
- Continue to monitor your radio or www.highriver.ca until you are told all is safe or are advised to evacuate.

Your Family's Emergency Kit

All families should have two emergency kits: a Ready-to-Stay Kit and a Ready-to-Go Kit. These two kits will help you survive 72 hours, whether you stay in your home or need to evacuate. It is also a good idea for each family vehicle to have an Emergency Vehicle Kit. Your Ready-to-Stay Kit should include the items you will need to stay safe at home for a few days and your Ready-to-Go Kit will include items that you will need to take with you in the event of an emergency.

Your Family's Emergency Kits

All families should have two emergency kits: a Ready-to-Stay Kit and a Ready-to-Go Kit.

These two kits will help you survive 72 hours, whether you stay in your home or need to evacuate. It is also a good idea for each family vehicle to have an Emergency Vehicle Kit.

Ready-to-Stay Kit

Your Ready-to-Stay Kit should include the items you will need to stay safe at home for a few days. You can keep these things at home in a plastic tub or a special cabinet. In an emergency, you will need some basic supplies. You may need to get by without power or tap water. Be prepared to be self-sufficient for at least 72 hours. You may have some of the items already, such as food, water and a battery-operated or crank flashlight. The key is to make sure they are organized and easy to find. Ask yourself, would you be able to find your flashlight in the dark?

Basic Ready-to-Stay Kit

- Water – at least two litres of drinking water per person per day; include small bottles that can be carried easily in case of an evacuation order
- Food that won't spoil, such as canned food, energy bars and dried foods (replace food and water as needed or when you change your clocks)
- Manual can opener
- Crank or battery-powered flashlight (and extra batteries – note: check batteries when you change your clocks)
- Crank or battery-powered radio (and extra batteries – again check batteries when you change your clocks)
- First aid kit
- Extra keys to your car and house
- Some cash in smaller bills, such as \$10 bills and change for payphones

- If applicable, other items such as prescription medication, infant formula, equipment for people with disabilities, or food, water and medication for your pets or service animal (personalize according to your needs)

Recommended Additional Items

- Two additional litres of water per person per day for cooking and cleaning
- Candles and matches or lighter (place candles in sturdy containers and do not burn unattended)
- Change of clothing and footwear for each household member
- Sleeping bag or warm blanket for each household member
- Toiletries
- Hand sanitizer
- Utensils
- Garbage bags
- Toilet paper
- Household chlorine bleach or water purifying tablets
- Basic tools (hammer, pliers, wrench, screwdrivers, work gloves, dust mask, pocket knife)
- Small fuel operated stove and fuel (follow manufacturer's directions and store properly)
- A whistle (in case you need to attract attention)
- Duct tape (to tape up windows, doors, air vents, post signs, etc.)
- Paper and felt pens for making signs in your windows if necessary

Pre-Packaged Kits

Canadian Red Cross Ready-to-Stay Kits are available at www.redcross.ca. St. John Ambulance and Salvation Army emergency kits can be purchased at www.sja.ca or from retailers across Canada. Visit www.GetPrepared.ca or call 1 800 0-Canada (1-800-622-6232) for a listing of retailers by province and territory.

Ready-to-Go Kit

Keep Ready-to-Go Kit items in a backpack, duffle bag or suitcase, in an easy-to-reach, accessible place, such as your front-hall closet. Make sure your kit is easy to carry and everyone in the household knows where it is. Take it with you if you have to leave your home so you can be safe.

Recommended Items for Ready-to-Go Kits

- Two (2) litres of water for each person
- Food that you don't have to keep cold and a manual can opener
- Plastic or paper plates, cups, and utensils
- Flashlight and extra batteries (check batteries when you change your clocks)
- Radio with batteries (again check batteries)
- A change of clothes
- A card with emergency contact information and the number of someone to call who lives out of town
- Pet food and supplies for at least three days
- Small first aid kit
- Personal identification card
- Personal hygiene items, soap and hand sanitizer
- Store medicine you usually take near your Ready-To-Go Kit
- Cash in smaller currencies



Emergency Vehicle Kit

The Emergency Vehicle Kit should include:

- Blanket
- Candle in a deep can and matches
- Extra clothing and shoes
- First aid kit with seatbelt cutter
- Flashlight (crank or battery-powered – if battery-powered, check batteries when you change your clock)
- Food that won't spoil (such as energy bars)
- Radio (crank or battery-powered – again check batteries)
- Small shovel, scraper and snowbrush
- Warning light or road flares
- Water
- Whistle
- Antifreeze
- Windshield washer fluid
- Fire extinguisher
- Road maps
- Sand, salt or cat litter (non-clumping)
- Tow rope and jumper cables

Evacuation information

Authorities will not ask you to leave your home unless they have reason to believe that you may be in danger. If a number of homes and businesses are evacuated, authorities will likely establish a Reception Centre. Be sure to register at the Reception Centre even if you are not planning to stay in the Centre. Authorities need to track evacuees as closely as possible. Having a Ready-to-Go-Kit is important for a quick evacuation response.

If you are ordered to evacuate, take your Ready-to-Go Kit, your wallet, personal identification for each family member and copies of essential family documents with you. Bring a cellular phone and spare battery or charger with you, if you have one. Use travel routes specified by local authorities. If you have time, call or email your out-of-town contact. Tell them where you are

going and when you expect to arrive. Once you are safe, let them know. Tell them if any family members have become separated.

If possible, leave a note telling others when you left and where you are. **Make sure all electrical appliances are turned off.** Shut off water and electricity if officials tell you to do so. Leave natural gas service on unless officials tell you to turn it off. If you turn off this service, the natural gas company has to reconnect it. In a major emergency, it could take weeks for a professional to respond.

Take pets with you. Lock your home and follow instructions from authorities. Do not return home until authorities advise that it is safe to do so.

Stages of an evacuation

Should an evacuation be required, a three stage evacuation process begins:

1. Stage one – evacuation alert

- Emergency officials will notify you through the various channels - website, social media, High River ALERT System, etc. of the potential need to evacuate.
- Information will be provided to you about the nature of the hazard.
- An evacuation alert is given to provide you the opportunity to prepare your home or business. Keep in mind that conditions may change quickly and the evacuation alert may be upgraded to an evacuation order with very short notice.

2. Stage two – evacuation order

There are two types of evacuation orders:

Voluntary

- A *voluntary* evacuation order is issued when officials believe that public safety may be at risk and conditions could worsen very quickly. If you have children, elderly people or someone with special needs within the home, it is recommended that you leave as you may need extra time or support, which will be more difficult to obtain during a mandatory evacuation.
- When a *voluntary* evacuation order is issued, you can choose to evacuate the affected area immediately or not. If you choose to stay, you should be prepared to leave at a moment's notice should conditions worsen.
- Returning to the affected area will not be restricted while the *voluntary* evacuation order is in effect.

Mandatory

- A *mandatory* evacuation order is issued when officials believe that public safety is at risk and conditions are such that the Town is not able to provide its typical level of service (e.g. respond to 9-1-1 calls). It is imperative that you leave for your own safety. By not leaving you will pose a risk to first responders and impede the ability for the Town to respond to the emergency.
- When a *mandatory* evacuation order is issued, you must evacuate the affected area immediately. Returning to the affected area will be restricted while the *mandatory* evacuation order is in effect.

3. Stage three – all clear

- Once the danger has passed, you are allowed to return to the area previously evacuated.
- If the danger returns, an evacuation alert or order may be issued again.

Family emergency plan

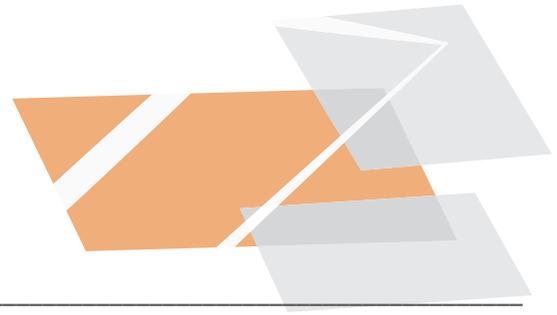
Emergency exits

Draw up a floor plan of your home that shows all possible exits from each room. Plan a main exit route and an alternate exit route from each room and from your home. Identify the main evacuation route from your neighbourhood and also think of a second route of travel in case your main route is blocked.

Meeting places

Identify safe places where everyone should meet if you cannot go home or you need to evacuate.

Safe meeting place near home:



Safe meeting place outside of the immediate neighbourhood:

Safe meeting place outside of High River:

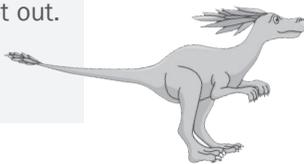
You might consider working with your neighbours to identify people who may need extra help during an emergency. To help make sure everyone is taken care of, assign “block buddies.”



Family Activity - know how to get out, where to go and how to get there

A plan to get out of your room

If you had to get out of your home in case of a fire or another incident, you should have two ways to get out of each room. Draw a floor plan of your bedroom in the space below and circle the two ways to get out. Hint: one may not be a door.





Family Activity - know how to get out, where to go and how to get there

A plan to get out of your neighbourhood

In the space below, draw a map of your neighbourhood. Put a triangle where your home is and a circle where your school is. Mark your out-of-neighbourhood meeting spot with an X and label it.



What are your two options to leave your neighbourhood in case one is blocked?

Evacuation routes from neighbourhood:

Arrange for each family member to call, email or text the same out-of-town contact person in case of an emergency. Choose an out-of-town contact who lives far enough away that he or she is unlikely to be affected by the same event. If you are new to Alberta or High River, it's a good idea to make arrangements through friends, cultural associations or community organizations.



As part of your plan, it's important to have a list of emergency contact information.



Emergency contact information

Photocopy this list and put a copy close to your telephone, in your car, backpack, purse, briefcase, etc. and ensure every adult family member has at least one copy.

Fire, police, ambulance or emergency dial 9-1-1

Police: _____

Fire: _____

Hospital: _____

Poison control: _____

Family contact:

Name: _____

Home phone: _____ Work phone: _____

Cell phone: _____ Email: _____

Home address: _____

Out-of-town contact:

Name: _____

Home phone: _____ Work phone: _____

Cell phone: _____ Email: _____

Home address: _____

Friend/neighbour

Name: _____

Home phone: _____ Work phone: _____

Cell phone: _____ Email: _____

Home address: _____

Family doctors

Doctors' names and phone numbers _____

Insurance agent/company

Agent's and company's name and phone: _____

Home and policy numbers: _____

Home security system

Company's name and phone: _____



Family Contact Information for Children *Keep this information someplace safe!*

Family home address and phone number : _____

My cell: _____ **My email:** _____

Sibling's cell: _____ **Sibling's email:** _____

Sibling's cell: _____ **Sibling's email:** _____

Parent's cell & work: _____ **Parent's email:** _____

Parent's cell & work: _____ **Parent's email:** _____

Neighbour's home & cell: _____

Out of town contact: _____

Name: _____

Home phone: _____ **Work phone:** _____

Cell phone: _____ **Email:** _____

Home address: _____

Fill out one of these forms for every student/child in your family and ensure he/she has a copy in his/her backpack, coat pocket, etc.



Adult Family Member Personal Profile

First, middle and last name: _____

Home phone: _____ cell: _____

Nickname(s): _____

Age: _____ date of birth: _____

Gender: _____ ethnicity: _____

Height: _____ weight: _____

Eye color: _____ contacts: _____ glasses: _____

Hair color: _____

Birthmarks/scars or distinctive moles or markings/tattoos: _____

Other (braces, dentures, prosthetics, etc.): _____

Alberta Healthcare #: _____

Allergies: _____

Medical conditions: _____

Home address: _____

Place of employment: _____

Work phone: _____ or: _____

Work address: _____

Work place contact: _____

Doctor's name, phone and address: _____

Housemate's name and relationship: _____

Fill out one of these forms for every adult in your family.

Student/Child Family Member Personal Profile

First, middle and last name: _____

Home Phone: _____ cell: _____

Nickname(s): _____

Age: _____ date of birth: _____

Gender: _____ ethnicity: _____

Height: _____ weight: _____

Eye color: _____ contacts: _____ glasses: _____

Hair color: _____

Birthmarks/scars or distinctive moles or markings/tattoos: _____

Other (braces, dentures, prosthetics, etc.): _____

Alberta Health #: _____

Allergies: _____

Medical conditions: _____

Home address: _____

Parent's names: _____

Parent cell, work and email: _____

Parent cell, work and email: _____

School: _____

School phone and address: _____

Teacher: _____

Doctor: _____

Doctor phone and address: _____

Primary caregiver: _____

Relationship and contact information: _____

Secondary caregiver: _____

Relationship and contact information: _____

Close friends, classmates etc. (contact info): _____

Fill out one of these forms for every student/child in your family.



Personal and important documents

There are a number of vital personal documents that may pertain to your situation.

Consider making a copy for each member of the family and for your “Ready-to-Go” Kit.

- individual ID profile and pet ID profile
- family photo
- individual photo of each family member (including pets)
- birth certificates
- passports (or colour copy of passports)
- immunization records
- marriage certificate
- land deeds
- adoption papers, custody or foster child records
- social insurance number
- driver’s license (colour copy)
- proof of citizenship, naturalization / immigration papers
- insurance information
- Will and personal directives
- a blank cheque from any and all banking accounts
- purse and wallet contents

NOTE: Consider photocopying items in each family member’s purse or wallet that you consider important. This may include backs and fronts of all debit/credit cards, store loyalty cards, hospital cards, benefit and healthcare cards, ID cards issued by gyms, banks, clubs, etc. This makes it easier to replace the contents of your lost or stolen purse.



Determine which of these items are important to you and your situation and keep them in a safe place, both inside and outside your home. You might want to put the originals in a safety deposit box.



Know your office and school or daycare emergency procedures

Office

Learn about the emergency evacuation plans in place and what you will need to follow. You may want to have some basic supplies at work, such as water and food that won't spoil, in case you need to stay there for a while. Check with your employer about workplace emergency plans, including fire alarms, emergency exits, meeting points, and designated safety personnel or floor wardens.

School or daycare

Ask your children's school or daycare about their emergency policies. Find out how they will contact families during an emergency. Find out what type of authorization the school or daycare requires to release your children to a designated person in case you are unable to pick them up. Make sure the school or daycare has updated contact information for parents, caregivers and designated persons.

It's important to update your emergency plan twice a year when you change your clocks. Review your contact information, practice your emergency evacuation plans, change the batteries in your smoke alarms and carbon monoxide detector, and restock your Ready-to-Go and Ready-to-Stay Kit(s). It is also important to change the batteries, food and water in these kits.

Visit our website to sign up for the Town of High River ALERT System!

www.highriver.ca

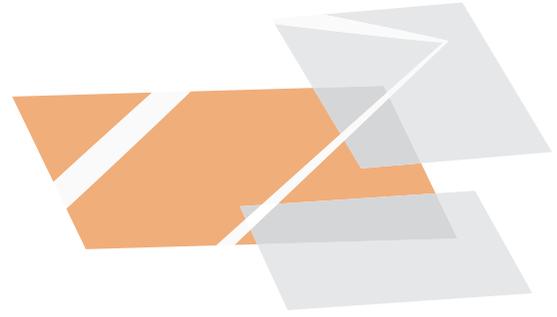


List of food ideas for your kit

These are just suggested food options. It's important to choose foods that will last and your family will enjoy. Also purchase quantities based on the number of people in your family.

- Beef Jerky – three sealed packages
 - Beverages – instant coffee, hot chocolate mix and tea bags
 - Candy – one pound of hard candy
 - Cereal / oatmeal – six single servings and/or six single cups of granola (for snacks)
 - Chocolate bars
 - Crackers – two pounds of soda, graham, Melba, Ryvita (any assortment)
 - Dried packaged foods that require water
 - Energy bars – granola, power bars
 - Fish – three small cans of tuna, salmon, shrimp
 - Fruit roll ups
 - Fruits – six small cans
 - Fruits – one pound of dried apricots, raisins, figs
 - Gum – to keep busy
 - Honey
 - Jam / jelly
 - Juices - six small cans or tetra boxes of orange, V8 or boost
 - Meats – three small cans of corn beef, chicken, ham
 - Milk – six small cans and one small package of dry/ powered milk
 - Nuts – vacuum sealed
 - Peanut butter – small jar
 - Pop-top cans of ready-made food
 - Pork and beans – one small can
 - Potatoes or rice – instant package
 - Salt and pepper
 - Soups – three cans with pop-tops, three packages of dried soups and some bullion cubes
 - Spaghetti – one small can
 - Stews – one small can of beef
 - Sugar
 - Trail mix
 - Vegetables – three cans
 - Water – minimum of three litres of bottled water per person for three days for a total of nine litres (If possible to carry more – take additional litres for cooking and washing)
- 

Preparing your home



Sign up for the High River ALERT System

The first thing you can consider to protect you and your family is to sign up for the High River ALERT System. High River residents can now receive critical, time-sensitive emergency alerts directly through phone, email and text messaging with the brand new High River ALERT system. This system will provide you with as much time as possible to prepare for an emergency and will provide an early warning to ensure you are aware of an emergency situation. For more information on High River ALERT, or to subscribe, visit www.highriver.ca or call 403.652.2110.

Consider a sump pump

A sump pump is designed to send water away from the house. If you have one, check it periodically to be sure it is working properly and keep it on during flood season, if you have high ground water or after a rain.

Install backflow prevention devices

You can stop sewage from entering your basement by capping or installing a back-flow prevention device on the basement floor drain. Back-flow devices can also be installed in basement showers, toilet and sinks. Call a qualified plumber for more information.

Before a flood

- Place sandbags to stop floodwater from entering your home.
- Seal walls in basements with waterproofing compounds to avoid seepage.
- Know the difference between a **flood watch** and a **flood warning**. A watch means flooding is possible. A warning means flooding is occurring or will occur soon.
- Be prepared! Always have your Ready-to-Stay Kit and Ready-to-Go Kit ready.
- Monitor your TV, radio, highriver.ca or your High River ALERT System until you are told all is safe or you are advised to evacuate
- If advised to evacuate your home, do so immediately – see the Town of High River's stages of evacuation in the Household Emergency Action Plan. If there is any possibility of a flash flood, move immediately to higher ground.
- If possible, bring in outdoor furniture and other property located outside and move essential items from the basement to an upper floor.
- Turn off utilities at the main switches or valves if instructed to do so. Disconnect electrical appliances.
- Consider putting your valuables in a storage facility in a safe, non-flooding location.





Preparing your business

Sign up for the High River ALERT System

The first thing you can consider to protect you and your business is to sign up for the High River ALERT System. High River businesses can now receive critical, time-sensitive emergency alerts directly through phone, email and text messaging with the brand new High River ALERT system. This system will provide you with as much time as possible to prepare for an emergency and will provide an early warning to ensure you are aware of an emergency situation. For more information on High River ALERT, or to subscribe, visit www.highriver.ca or call 403.652.2110.

If you are an employee

Learn about the emergency evacuation plans in place and what you will need to do. You may want to have some basic supplies at work, such as water and food that won't spoil, in case you need to stay put for a while. You may want to raise this question with your employer and colleagues as well. Find out from your children's school or day care about their emergency policies and procedures.

Preparing a flood plan

Taking simple steps can go a long way to protecting your business from flooding. Preparing a flood plan may significantly reduce financial losses, damage to property and business interruption and help you to obtain insurance coverage.

A flood plan is a written document that outlines how your business will respond to a flood. It can make information easy to access during a flood, easy to communicate to staff and easy to remember.

Your business flood plan may include:

- a list of important contacts, including building services, suppliers and evacuation contacts for staff (it's important to note staff who may require assistance in the event of a flood),
 - a description or map showing locations of key property, protective materials and service shut-off points (electricity, natural gas, water),
 - basic strategies for protecting property, preventing business disruption and assisting recovery,
 - a list of protective actions that may assist you to identify stock, equipment and possessions that may need special protective measures and describe the actions you will take to prevent damage in the event of a flood,
 - checklists of procedures that can be quickly accessed by staff during a flood,
 - an understanding of the Town of High River's early warning system and evacuation procedures, and
 - a list of people who can assist you before, during and after a flood and what they can do to help.
- 

Preparing your business continued

If a flood is imminent, your main priority is to make sure that your staff is safe. However there may be other actions that you can take to prepare your building and its contents to minimize damage and post-flood repair and restoration costs.

Other items to consider

- Look at your existing business policies, and think about whether they are appropriate in the event of a flood.
- Make a list of employees' contact information in the event of a flood- this might include cell numbers, home numbers, their emergency contact person's numbers etc.
- Identify a muster point in the event of evacuation and practice evacuating your workplace and have ongoing safety drills.
- Consider what security procedures you have in place and that you should have in place in case of a flood. Determine where are the gaps and how would you fill them?
- Check codes and regulations that may apply to your business in the event of a flood – examples include Occupational Health & Safety and Environmental regulations/policies
- Know the location of chemicals, oils, or other materials that could be dangerous or contaminate flood water.
- Develop a business continuity plan.
- Consider contracting in advance with companies whose help you may need after a flood.
- Install back flow valves in your toilets and drains.
- Check your flood insurance coverage and know what information your insurer will require to support a claim.



Talking to children

Children can cope more effectively with a disaster when they feel they understand what is happening and what they can do to help protect themselves, family, and friends. Provide basic information to help them understand, without providing unnecessary details that may only alarm them.

How to speak to very young children:

For very young children, provide concrete explanations of what happened and how it will affect them (for example, a tree branch fell on electrical wires and that is why the lights don't work). Let children know there are many people who are working to help them and their community to recover after a disaster (such as repair crews for the electric company, or firefighters, police, paramedics, or other emergency personnel). Share with them all of the steps that are being taken to keep them safe; children will often worry that a disaster will occur again.

Watch your children's exposure to the news and outside information:

Older children will likely want, and benefit from, additional information about the disaster and recovery efforts. No matter what age, start by asking children what they already know and what questions they have and use that as a guide for the conversation. Limit media coverage of the disaster—if children are going to watch media coverage, consider taping it (to allow adults to preview) and watch along with them to answer questions and help them process the information. While children may seek and benefit from basic information about what happened so that they can understand what is happening in their world, they (and adults) don't benefit from graphic details or exposure to disturbing images or sounds. In the aftermath of a crisis is a good time to disconnect from all media and sit down together and talk as a family.

Provide accurate information and avoid false information or reassurance:

Be sure to ask children what questions or concerns they have. Often they have fears based on limited information or because they misunderstood what they were told. Reassure children when able to do so, but if their fears are realistic, don't give false reassurance. Instead, help them learn how to cope with these feelings.

Give children time to process information:

It's also important to know that children frequently need to reopen the discussion and hear the same information a couple of times. They may need time to absorb what they've learned, come back with more questions, understand it, and feel reassured.





Talking to children continued

Help children cope:

After a disaster or crisis, children benefit from adults who can help them learn how to cope effectively. Children can't be expected to cope with troubling feelings if no one models effective coping. Allow children to "own" their feelings and they need to know it is all right to be upset about something bad that happened.

Fear is real for children:

A child who feels afraid is afraid, even if adults think the reason for the fear is unnecessary. If you feel overwhelmed and/or hopeless, look for some support from other adults before reaching out to your child.

Children need to be able to express their emotions:

Children are not only trying to deal with the disaster, but with everything else that follows. They may have to relocate, at least temporarily, and could be separated from friends or unable to attend the same school. Parents may have less income and the change in finances may impact their ability to participate in activities they enjoyed or travel to visit family out of town. Allow children to express their regrets over these "secondary losses" (without accusing them of being selfish) and help them figure out ways to minimize the impact or find alternatives.

Helping others may help with healing:

Children, just like adults, often feel helpless after a disaster. Help them figure out what they can do—that is meaningful to them—to help others in their community impacted by the disaster.

Adults need to be aware of what they are saying:

On a final note, whether it's before, during or after a disaster, adults need to be very aware of the discussions that they are having around children. Children will often be listening when adults don't realize it. Even if they don't understand all the words that adults are using (like remediation, demolition, asbestos), they will hear the tone in the adults voices, and can absorb the stress levels of the adults.

Children need to recognize and accept help from emergency officials:

Children need to be able to recognize emergency officials, such as police, Red Cross, firefighters and others. They need to understand that if they are alone they can go to these people for help. It is important that they learn not to be afraid of emergency officials and hide. This could make locating them very difficult if they become separated from their family or caregiver.

Source: *American Academy of Pediatrics*





Baby emergency 72 hour checklist

While your own kit will vary depending on the age and needs of your child, here are some tips and suggestions for making your own baby emergency 72 hour kit:

- Baby washcloths and / or baby wipes
- Brush up packets for baby teeth
- Clothing – since babies grow very quickly, if you don't want to keep clothes in the bag, include blankets or a larger child's clothing
- Food – baby food, extra bottles, sample pack of powdered formula
- ID card information – your baby likely can't speak so in the unthinkable event you become separated from your child, create a laminated information or ID card with your baby's name, birthday, your (parents' names), address/phone, and medical/feeding information. It's a good idea to also include a photo of the baby and of you (the parents), so you could be identified and reunited with your baby.
- Medications, diaper cream, ointments, teething gels, sunscreen SPF 50
- Mini books or small toy of stuffed animal for entertainment
- Nail files
- Pacifier
- Restraining harness or leash to keep small children from wandering
- Small blanket
- Small stick-on baby thermometer that reads body temperature for up to 48 hours

Attach a "grab it card" to the outside of your baby's kit for important items that you may not always have in your emergency kit or of items your baby may have out-grown such as clothing and diapers. Food and medications could also be included on this list.

Tip: think small – You already have a baby to carry; therefore, you don't want a heavy emergency kit as well. Use something that is small and water resistant with pockets and zippers so everything will remain safe. When possible, include sample or trial sizes of items to keep the weight of your kit down but still pack enough for 72 hours.



Special circumstances emergency 72 hour checklist

If you or someone in your family have special health needs and require extra support, it's important to establish a personal support network of friends, relatives, healthcare providers, co-workers and neighbours who understand your special needs.

Write down details about:

- Accommodation needs
- Insurance information
- Allergies
- Medical conditions
- Emergency contacts
- Medication
- Family medical history
- Recent vaccinations
- Health screenings
- Surgeries

Keep a copy of this information in your emergency kit, and give a copy to your personal support network. Speak with your doctor about preparing a grab-and-go bag, if possible, with a two-week supply of medication and medical supplies. Include prescriptions and medical documents. Remember that pharmacies may be closed for some time, even after an emergency is over.

Here are some additional items to be considered for special circumstances:

- medications –two-week supply – **see and complete the pharmacy and prescription list**
- a laminated ID card for any person who is unable to speak for themselves including their name and full contact information, as well as the names and full contact information of their parents
- duplicate ID card to clip to the person's clothing or hang around neck
- dentures and cleaning supplies, hearing aids, batteries and names of suppliers
- entertainment items and mind activity, specific books, music, games
- depends, wipes, disposable gloves, feminine hygiene items
- mobility equipment – such as cane, folding walker, tools for wheelchair repair, special clothing, socks to hold assistive devices in easy to locate places, or pack extras and names of suppliers
- whistle and flash light for emergency signaling

service animals: food, water, bowls, leash, etc. – **see pet checklist**



Special circumstances emergency 72 hour checklist continued

Emergency evacuation chair

If you use a wheelchair or scooter, request that an emergency evacuation chair be stored near a stairwell, on the same floor, where you work and/or live so that your network can readily access it to help you evacuate. The person with the disability should be involved in the selection of the evacuation chair.

If you require the use of an evacuation chair, you should designate a primary and back up contact to you in the event of an evacuation. Create an evacuation plan in collaboration with the building manager and contact persons, and practice using the chair within the appropriate route.

Assisting people with a disability /special needs - tips

- Ask if the person wants your help, and how you may best assist them.
 - If someone refuses your help, wait for first responders to arrive, unless it is a matter of life or death.
 - Do not touch the person, their service animal or equipment without their permission, unless it's a matter of life or death.
 - Follow instructions posted on special needs equipment.
 - You may be asked to use latex-free gloves, to reduce the spread of viral infection or to prevent an allergic reaction to latex.
 - Ask the person if areas of their body have reduced sensation and if they want to check those areas for injuries.
 - Do not try to move someone unless you are trained with the proper techniques to do so.
 - If a person is unconscious or unresponsive, do not administer any liquids or food.
 - If a person has a service animal, it is the animal owner's responsibility to assess whether or not it is safe for the animal to work through the emergency situation. To make this decision, the service animal owner will need information as to the nature of the hazards they are expected to face, and any changes to the physical environment. If providing sighted assistance, the first responder or caregiver should confirm that the service animal is then NOT working, and therefore off duty.
- 

Family Pet Information

In case of an evacuation, remember that pets are not always allowed in all public shelters or hotels. Prepare in advance by arranging to take your pets to family or friends or identify pet-friendly hotels or pet boarding facilities in a neighboring community.

Unable to take your pets with you?

Please notify Animal Services at 403 601 8696 to arrange for maintenance or rescue.

All dogs and pets in distress, or those likely to become distressed, will be relocated to a Rescue Center. All other pets will be maintained at their home in order to minimize stress.

Pet Profile: please complete a separate form for each animal and then attach, along with a photo of your pet, if possible, to the back of your pet's carrier.

Owner's Name: _____

Owner's Address: _____

Owner's Cell or Contact Phone Number: () _____

Pet's Name: _____

Type of Animal (circle one): dog cat reptile other (specify) _____

Breed: _____

Age of Animal: _____ years Gender (circle one): M F

Eye Color: _____ Height/Size: _____ Weight: _____

Dog license number: _____

Spayed/Neutered/Intact (circle one): S N I

Vaccinations: _____

Coat Description: _____

Markings / Notable features/collar colour: _____

Microchip (circle one): Y N Tattoos (circle one): Y N

Current Allergies or Medications _____

Pet warnings: _____

During an emergency, information and updates regarding pet rescue and maintenance will be regularly posted on the dedicated Animal Service Face book page: <https://www.facebook.com/HighRiverAnimalServices>

Please note that if you are unable to access a computer then call 403.601.8696.



Family Pet Information Continued

Before an emergency:

If you have pets, take as many precautions as possible to assist in ensuring they are safe during an emergency. As a general rule, pets are not allowed inside shelters (excluding service animals) due to health regulations. If you plan on taking your pet with you and keeping it outside the shelter, you will need to have a **Pet Emergency 72 hour kit**.

Consider taking a tent along to the shelter. If necessary and permitted, you could stay in it outside the shelter with your animals. It's not a good idea to turn your animals loose to fend for themselves. Check your kit twice a year when you are checking smoke alarms and replace your pets' food, water and medication at that time.

Pet emergency 72 hour kit contents:

- pet food for 72 hours, including their usual food packaged in sealed baggies or a waterproof container, as well as a can opener, water and food bowls
- dish soap and paper towels for clean up
- leashes, muzzle, harness and ground cork screw for tethering
- pet carrier
- play toy and blanket for comfort
- shampoo and grooming kit
- any medications, ointments etc. your pet may use or require
- complete the PET PROFILE form on the reverse and attach it to your pet's carrier

Upon an emergency:

Bring your pet inside at the first indication of an emergency. Do not lock your pets in a basement. If you are required to evacuate, when possible, take your pet with you. If unable to take your pet along, then provide several feed bowls of water and food and notify Animal Services after the first 24hrs. If possible, designate a back-up pet caregiver. This should be someone who may be home when you're at work and who you trust enough to provide them with access to your home to remove your pets.

Returning home with your pet:

Do not let your pet go outside unattended as there could be post-emergency dangers such as downed hydro lines, hazardous material, spills or contaminated food and water. If possible, leave your pet with a friend or boarding facility and conduct a safety check of your home and surrounding property and clean up any dangers prior to bringing your pet home. It's important to monitor your pet's behavior after an emergency for any signs of emotional disturbance - including lack of appetite, lethargy, being easily frightened, or aggressive. If you are unsure if your pet has experienced emotional or physical trauma, take him/her to a veterinarian for proper diagnosis and care.

Please note that all animals rescued in an emergency will be provided with as much care and attention as possible but rescuers are not assuming any liability for the animal.



Returning to your home or business

It's important to NOT return home until authorities say it is safe to do so.

Right after the emergency, you may be confused or disoriented. It's important to stay calm and remember the following procedures when you return to your home and/or business.

1) Help anyone who is injured

2) Listen to the radio

Listen to your local radio station on your battery-operated radio for instructions.

3) Don't use the telephone

Don't use the telephone unless it's absolutely necessary. Emergency crews will need all of the available lines. If you do need to use your phone, text, don't call to save battery power.

4) Check your home (and business when/where applicable)

Check for damage to your home or business. Remember the following points:

- Use a flashlight – don't light matches or turn on the electrical switches if you suspect damage or smell gas.
- Check food supplies in refrigerators, freezers and cupboards for signs of spoilage. If a freezer door has been kept closed, and the freezer is fairly full, food should stay frozen 24 to 36 hours, depending on the outside temperature.
- When food begins to defrost (usually after two days), it should be cooked or discarded. If unsure, call Alberta Health Services at 403.943.5465.
- Keep a bag of ice cubes in the freezer. If you return home after a period of time and the ice has melted and refrozen, there is a good chance that your food is spoiled and should be discarded.
- Sniff for natural gas leaks, starting at the water heater. If you smell natural gas, turn off the main natural gas valve, open windows and get everyone outside quickly.
- Clean up spilled medicines, bleaches, gasoline and other flammable liquids immediately. Wear protective clothing. For major spills or leaks, call in professional help.
- Confine or secure your pets.

Check on your neighbours, especially the elderly or people living with disabilities.



Returning to your home or business continued

5) Specific Information for After a Flood

- Listen for news reports or check the Town's website, to learn whether the water supply is safe to drink. Follow instructions when a boil water advisory is in effect.
- Avoid floodwaters; water may be contaminated by oil, gasoline, or raw sewage. Water may also be electrically charged from underground or downed power lines.
- Avoid moving water.
- Be aware of areas where floodwaters have receded. Roads may have weakened and could collapse under the weight of a car.
- Stay away from downed power lines, and report them to Fortis Alberta (855) 333 – 9473 extension 1. Return home only when authorities indicate it is safe.
- Stay out of any building if it is surrounded by floodwaters.
- Service damaged septic tanks, cesspools, pits and leaching systems as soon as possible. Damaged sewage systems are serious health hazards.
- Clean and disinfect everything that got wet. Mud left from floodwater can contain sewage and chemicals.

If you turn off the natural gas, it should be turned back on by a professional from ATCO Gas.

