



CITY OF ST. ALBERT

EMERGENCY PREPAREDNESS GUIDE



To help your family prepare for emergencies and disasters

stalbert.ca

City of St. Albert Cultivate Life

TABLE OF CONTENTS

Emergencies: Be Prepared 2

Emergency Contact Numbers 2
Non-Emergency Contact Numbers 3
Emergencies: Are you Ready? 7

Step 1: Know the Risks 10

Step 2: Make a Plan 11

Make Your Plan 12
Create a Home Escape Plan 12
Record your Emergency Contact Information . . 15
Choose an Out-of-Area Contact Person 16
Copy and Protect Your Documents 16
Take an Inventory of Household Possessions . . 16
Prepare an Evacuation Plan 17
Make a Plan for Your Family Pets 18

Step 3: Prepare a Kit 19

72 Hour Basic Emergency Kit 20
First Aid and Medical Supplies 21
Food in Emergencies 22
Vehicle Emergency Kit 22
Pet Emergency Kit 22

Step 4: Know What to Do During an Emergency 24

Water Treatment in Emergencies 24
How to Shelter-in-Place during a Hazardous Materials Incident 25
If You Need to Evacuate. 26
What to do in Severe Weather. 27
What to do in a Flood. 29
What to do in Extended Power Outages 31

After an Emergency 33

What to do After an Emergency 33
Children and Emergencies 34
Coping with the Aftermath. 34
Where to find More Information 35

Take the time to review this guide with your family. You never know when a disaster might strike.

EMERGENCIES
Be prepared

EMERGENCY CONTACT NUMBERS

Call 9-1-1 when you need police, fire or ambulance services to respond immediately.

When should you call 9-1-1?

- A medical emergency
- A fire
- A crime in progress
- A hazardous material spill

A medical emergency involves a serious or life-threatening injury

You will be asked the following:

- What is the address of the emergency?
- What is the phone number you are calling from?
- What is your name?
- Tell me exactly what happened?

TIP

9-1-1 IS FOR EMERGENCIES ONLY

If the system is flooded with non-emergency calls, then true emergency calls take longer to be answered. This puts the health and safety of others at risk.

In the event of an emergency, information and instructions from emergency response officials will be available on the radio, television and the internet. The City will post information on the following social media sites:

City of St. Albert	Website	stalbert.ca
	Facebook	facebook.com/cityofstalbert
	Twitter	twitter.com/cityofstalbert

NON-EMERGENCY CONTACT NUMBERS

You can also get information from using Non 9-1-1 Emergency telephone numbers.

EMERGENCY SERVICES

RCMP or Municipal Enforcement 780-458-7700

Fire Services 780-459-7021

UTILITY SERVICES

Alberta One-Call
Buried utility locations 1-800-242-3447

Atco Gas
24 hour Emergency Contact 780-420-5585
Gas odour, ruptured lines, no heat

General Inquiries 780-424-5222

Fortis Alberta
Electricity 780-310-9473

Public Works
Water and Wastewater 780-459-1557
24 hour Emergency Contact 780-458-2020

HEALTH SERVICES

Sturgeon Community Hospital 780-418-8200

Poison Control Centre 1-800-332-1414

Health Link Alberta ..... 8-1-1 or toll-free 1-866-408-LINK (5465)

EMERGENCY PREPAREDNESS

City of St. Albert
Emergency Management Coordinator 780-418-6069
clamble@stalbert.ca

Alberta Emergency Alert 780-422-9000
emergencyalert.alberta.ca

Alberta Emergency Management Agency 780-422-9000
aema.alberta.ca

Public Safety Canada 1-800-830-3118
publicsafety.gc.ca

Get Prepared 1-800-622-6232
getprepared.gc.ca

Insurance Bureau of Canada 1-800-377-6378
ibc.ca

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. Information may be provided regarding:

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

Social media updates are also available and can be sent to your cellular phone. For information and to sign up for alerts, **visit emergencyalert.alberta.ca.**



TIP

GET A CRANK RADIO

Did you know a crank radio or one with battery back-up will allow you to hear critical information in the event of a disaster?

EMERGENCY CONTACT NUMBERS

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

Family Contact Numbers

Household Member #1

Name: _____

Work Address: _____

Work Telephone:_____

Cell Phone: _____

Email: _____

Household Member #2

Name: _____

Work Address: _____

Work Telephone:_____

Cell Phone: _____

Email: _____

School/Teacher/Child Care Provider

Child #1

Name: _____

School Name:_____

Address: _____

Teacher/Care Provider: _____

Telephone: _____

Child #2

Name: _____

School Name:_____

Address: _____

Teacher/Care Provider: _____

Telephone: _____

Out-of-Area Family/ Friend Contact

Name: _____

Address: _____

Day/Cell Telephone:_____

Work Telephone:_____

Email: _____

Writing down your contact numbers allows you to quickly find crucial information should an emergency happen.



TEXT – DON'T TALK

For non-emergency communications, use text messaging, email, or social media instead of making voice calls. Data based services are less likely to experience network congestion and you don't want to tie up the phone lines needed by emergency responders. You can also use social media to post your status to let family and friends know you are okay.

Family Medical Information

Family Physician: _____

Telephone: _____

Pharmacist: _____

Telephone: _____

Insurance Information

Insurance Company/

Broker/Agent: _____

Telephone: _____

Policy Number(s): _____

_____

_____

Emergency Meeting Place

In case you cannot return home, meet at:

Near Home

Address: _____

Telephone: _____

Outside of St. Albert

Address: _____

Telephone: _____

Pet Information

Veterinarian/Kennel: _____

Telephone: _____

Instructions: Photocopy this list and keep a copy in your car, backpack, purse, briefcase, family's 72 hour emergency kits etc. Add this list to your cell phone in notes or In Case of Emergency (I.C.E.), refer to page 15 for more information.

EMERGENCIES
Are you ready?

Disasters and emergencies are unpredictable.

They can strike anytime and anywhere. Often they occur with very little warning. Although the likelihood that one will occur in St. Albert may seem like a remote possibility, our community is susceptible to severe summer and winter storms bringing heavy rain, overland flooding, high winds, hail, intense lightning, tornadoes, extremely low temperatures, heavy snowfall, or freezing rain.

Hazardous materials incidents, major transportation accidents, power disruptions and infectious disease outbreaks can also have an impact on our area. Every year communities such as ours experience events that pose a significant risk to the lives, health and property of the people in them.

Emergencies have the potential to affect large numbers of people and produce substantial damage to property. They can be caused by accidents, forces of nature, technology failures, disease outbreaks, or even be the result of intentional acts.

If an emergency were to occur in our city it could pose a significant risk to the people, property, environment and economic well-being of our community.



In an emergency, the City of St. Albert Emergency Services will be working to ensure the safety of residents and to reduce the damage caused by the event.

They will also work closely with hospitals, public health, local utilities, businesses, provincial ministries and other community partners to mount a co-ordinated response to the situation. This work will continue through the recovery phase to restore conditions to normal as quickly as possible.

When a disaster occurs, emergency workers focus their initial efforts on helping people who need immediate, urgent assistance.

As a result, if your neighbourhood is not in immediate danger, it may take time for workers to clear roads and restore utilities to your area. Therefore, it is important to be prepared to cope without regular services and assistance for a period of time. In an emergency, you may need to take shelter in your home or workplace. You could be left without electricity, heat or water for hours or even a few days. In some circumstances you might even need to leave your home and evacuate to a safer area.

All residents should plan for these situations and be prepared to be as self-sufficient as possible for at least 72 hours.

TIP

BE PREPARED

This guide is designed to help you construct an emergency preparedness plan for you and your family. Develop, discuss and practice your plan together.

There are four steps you can take to help you and your family prepare for an emergency

STEP ONE

Know the Risks

STEP TWO

Make a Plan

STEP THREE

Prepare a Kit

STEP FOUR

Know What to Do

STEP 1
Know the risks.

In St. Albert, we are fortunate to live in a relatively safe region of Canada. However, that does not mean that we are immune to the possibility of a large-scale emergency.

A hazard analysis has identified the following potential hazards in our community:

HAZARD	EXAMPLES
Severe weather and other meteorological events	Snowstorms, ice storms, extreme temperatures, windstorms, tornadoes, floods, fires
Major accidents	Hazardous materials incidents, explosions, transportation accidents, water contamination, train derailments
Technological failures	Extended power failures, network interruptions, phone system failures
Disease outbreaks	Widespread health emergencies, human or animal borne diseases, pandemic influenza
Human-caused incidents	Arson, crime, civil unrest



STEP 2
Make a plan.



Emergencies can strike with very little warning, leaving you with no time to make plans about where to go and what to do.

Challenges you might face in an emergency:

- You might not have the opportunity to gather resources that you need
- Family members may be in different locations when the event occurs
- Communication networks can break down
- Electricity, water or gas service to your home may be disrupted
- Roads could be blocked or closed
- Regular sources of food, water and gasoline might not be available



IT'S UP TO YOU FOR 72

Residents have a key role to play in responding to emergencies. Make plans to be able to take care of yourself and the members of your household for at least 72 hours.

Being prepared ahead of time will help you and your family cope with an emergency more effectively and enable you to make a faster recovery.

Emergencies can be particularly stressful for children, seniors and individuals with disabilities or special needs. They may feel especially vulnerable if they rely on caregivers for assistance, but are separated from them when the incident occurs. If your household includes a person who requires extra help or has special needs, be sure to include provisions for them in your plan.

MAKE YOUR PLAN

Before an emergency occurs.

- ☐ Create a home escape plan
- ☐ Record your emergency contact information
- ☐ Identify a meeting place away from your home
- ☐ Choose an out-of-area contact person
- ☐ Copy and protect important documents
- ☐ Take an inventory of household possessions
- ☐ Prepare an evacuation route from your neighbourhood
- ☐ Make a plan for your pets

CREATING A HOME ESCAPE PLAN

Make a plan to be able to leave your home quickly and safely in the event of a sudden emergency.

Draw a floor plan of your home on the following page. Identify two ways that you can exit from each room. Draw arrows on your diagram to show where these emergency exits are located. Use a different colour ink to make the arrows stand out.

Consider buying a collapsible emergency ladder if you might need to exit from an upper floor window or balcony. If you live in a high-rise building do not use elevators in an emergency. Use the stairs only.

In an emergency, decide on a safe meeting place away your home where everyone will go.

Ensure that everyone in your family knows where the meeting place is and practice your home escape plan together.

Ask your child's school how they will reunite children with their parents.

Where will you meet if your neighbourhood is being evacuated and you are not at home?





Use the area on the following page to sketch your home escape plan. Identify two ways to exit from each room and mark each with an arrow.

It is important to note the following information and if possible plot it on your floor plan:

- Fire Extinguisher location(s):
- Electrical Panel location:
- Natural Gas Shut Off Valve location:
- Water Shut Off Valve location:
- Floor Drain location(s):

Make plans ahead of time! Who will pick up the kids from school or daycare?

TIP

EDUCATE AND COMMUNICATE

Everyone should know where to find the fire extinguisher. Older children and adults should know how to turn off your home's water, electricity and gas if directed to do so by officials.

HOME ESCAPE PLAN

Safe Meeting Place Outside of Immediate Neighbourhood

Location/Address: _____ Contact phone #: _____

_____ _____

CHOOSE AN OUT-OF-AREA CONTACT PERSON

Decide on an out-of-area emergency contact person. This person should live far enough away that they will not likely be affected if a disaster occurs in your area. Arrange for each family member to call, email or text this relative or friend if you are separated from your family in an emergency. This person can co-ordinate information about where family members are and help you to reunite with them. You can also use this contact to provide information to other relatives and friends to let them know that you are safe.



Record emergency contact information on a card for each family member to carry with them at all times or store emergency contact numbers in mobile phones under ICE for (I)n (C)ase of (E)mergency

Emergency Contact Information

In St. Albert Family/Friend Name:

Work phone: _____

Mobile phone:_____

Email: _____

Address: _____

Out-of Area Family/Friend Name:

Work phone: _____

Mobile phone:_____

Email: _____

Address: _____

COPY AND PROTECT YOUR DOCUMENTS

Make copies of all important documents. For example:

- Birth & Marriage certificates
- Health cards
- Prescriptions
- Drivers licences
- Banking & investment information
- Wills
- Passports
- Land deeds
- Vehicle registration

Find recent photographs of each family member and include them with your sets of copies. Make backup copies of important electronic files and scanned documents as well. Store them on a CD, DVD or USB drive.

Keep one set of all backup copies in your emergency preparedness kit and store another set in a safe place away from home. These files contain sensitive information so store them in a safe place. You might choose to store them in a safety deposit box or with trusted family or friends who live out of town.

TAKE AN INVENTORY OF HOUSEHOLD POSSESSIONS

Compile an inventory of your household possessions. For each item, include a description, serial numbers, approximate value and original purchase receipts if possible. Photographs are an excellent way to keep track of your home's contents, especially unique items such as antiques and jewelry.

When your inventory is complete, it is a good idea to make sure you have adequate insurance for your property and possessions. Check that you are covered for the types of emergencies that might occur in your area.

The Insurance Bureau of Canada has valuable information to help you prepare in advance of an incident: **ibc.ca** or call **1-800-377-6378**.



PREPARE AN EVACUATION PLAN

In some emergencies, such as floods, fires or hazardous materials incidents, it may be necessary for you to evacuate from your home and neighbourhood. Authorities will not ask you to leave your home unless they believe you are in significant danger.

If you are directed to evacuate, take your emergency kit with you. Carefully follow the instructions given by emergency authorities. Stick to the evacuation route you have been told to follow and proceed to a reception centre or evacuation shelter. When you arrive, **be sure to register** with the reception centre staff. Do not attempt to enter or return to an area that has been evacuated.

Make arrangements ahead of time with relatives or friends who would be willing to provide you with temporary lodging during an evacuation. Choose one location that is not too far from your home where you could go in the event of a small, localized evacuation. Choose another that is farther away in case there is a major incident that requires the widespread evacuation of a larger area.

Place To Stay In The Event Of An Evacuation

Name: _____

Home phone: _____

Work phone: _____

Mobile phone:_____

Email: _____

Address: _____

Two travel routes to this location:

_____

_____

_____

_____

_____

TIP

LEND A HELPING HAND

In an evacuation, once you have taken care of yourself and your family, check to see if there are neighbours who you can assist. Discuss emergency plans with neighbours ahead of time.

MAKE A PLAN FOR YOUR FAMILY PETS

If you have pets, take as many precautions as possible to ensure they are safe during an emergency. As a general rule, pets are not allowed inside shelters or hotels (with the exception of service animals) due to health regulations. Think about family, friends, or kennels that would take care of your pet in an emergency.

Bring your pet inside at the first indication of an emergency. Do not lock your pet in a basement. If you are required to evacuate, when possible, take your pet with you. However, if you are unable to do so, then provide several feed bowls of water and food and notify animal services after the first 24 hours.

Prepare a basic 72 hour pet emergency kit along with a separate pet profile for each of your pets.



STEP 3
Prepare a kit.



1. 72 Hour Basic Emergency Kit
2. Vehicle Emergency Kit
3. Pet Emergency Kit

Make preparations before an emergency to be self-sufficient for at least 72 hours. This allows emergency workers to focus on people who require urgent assistance.

Assemble an emergency kit that contains items to help you cope during the first 72 hours of an emergency. You may need to get by without power or tap water. Store the items in backpacks, duffel bags or luggage so you can easily take the kit with you in case you need to evacuate. Keep it in a cool, dry area of your home. Ensure that every household member knows where the emergency kit is located. The key is to make sure your kit is easy to find, even in the dark.

Include special items that may be required for individuals with disabilities or special needs. The Government of Canada has produced an excellent guide on emergency preparedness for individuals with disabilities and special needs. The guide is available on their web site **getprepared.gc.ca.**

Families with infants and toddlers also have additional needs. Remember to include baby food, formula, bottles or sippy cups, diapers, baby wipes, toys, crayons, paper and other items as required.



CHECK AND REPLENISH

Check your kit at least twice each year. A good time to inspect it is when you are changing your clocks. Check that all items are in working order and use your checklist to ensure that your kit is still complete. Replace food, water, and batteries in your kit at this time.

72 HOUR BASIC EMERGENCY KIT CHECKLIST

- ☐ Water – four litres per person per day
- ☐ Non-perishable food
- ☐ Manual can opener
- ☐ First aid kit
- ☐ Prescription medications
- ☐ Flashlight and batteries
- ☐ Radio and batteries or crank radio
- ☐ Candles and matches or a lighter
- ☐ Basic analog telephone
- ☐ Warm clothing and footwear
- ☐ Blanket or sleeping bag for each person
- ☐ Toilet paper, feminine hygiene products and other personal care supplies
- ☐ Plastic garbage bags
- ☐ Soap, shampoo and gel hand sanitizer
- ☐ Toothbrushes and toothpaste
- ☐ Whistle to attract attention
- ☐ Spare batteries for flashlights and radio
- ☐ Spare house and car keys
- ☐ Money - include small bills and change
- ☐ A copy of your emergency plan
- ☐ Emergency contact information
- ☐ Copies of important documents
- ☐ Recent photos of each family member
- ☐ Playing cards, games or small toys
- ☐ Infant supplies and diapers if needed

Consider the Following

- Water (Four litres per person per day)
  - Two litres for **drinking**
  - Two litres for **washing**, **hygiene**, and **food preparation**
- Water treatment methods include water purification tablets, filters or bleach.
- For prescription medications, include a two week supply and copies of prescriptions.
- **Keep some cash on hand** - debit and credit cards may not work in an emergency.



Recommended Additional Items

- ☐ Small camping stove and fuel for cooking outside
- ☐ Utility knife
- ☐ Duct tape
- ☐ Basic toolkit
- ☐ Work gloves
- ☐ Dust masks
- ☐ Tarps or plastic sheeting
- ☐ Two or three pots or pans
- ☐ Disposable dishes, cups, and cutlery
- ☐ Disposable razors and shaving cream
- ☐ Toys and games for children if needed

FIRST AID & MEDICAL SUPPLIES

Purchase a basic first aid kit or assemble one on your own and ensure that it has adequate supplies for the number of people in your home.

A Basic Family Kit

- ☐ Pressure bandages
- ☐ Gauze pads - 2x2 and 4x4
- ☐ Wrapped antiseptic towelettes
- ☐ Abdominal pads
- ☐ Adhesive tape
- ☐ Gauze rolls
- ☐ Large fabric fingertip dressings
- ☐ Triangular bandages
- ☐ Assorted adhesive bandages
- ☐ Safety pins
- ☐ Instant cold pack
- ☐ Scissors
- ☐ Tweezers
- ☐ First aid gloves (non-latex)
- ☐ One thermal blanket
- ☐ First Aid manual

Prescription Medication

Ask your pharmacist about the storage requirements of your prescription drugs. If possible, purchase an extra two week supply and rotate them each time you refill. Don't forget insulin, inhalers and epinephrine injections (EpiPen) if you use them.



Include some non-prescription medications in your first aid kit such as:

- A pain reliever (e.g. acetaminophen)
- An anti-inflammatory (e.g. ibuprofen)
- An antihistamine for allergy relief
- A topical antibiotic cream for cuts and abrasions
- Skin moisturizer
- An anti-diarrhea medication (e.g. Imodium)
- Antacid tablets

FOOD IN EMERGENCIES

Choose foods which:

- Do not require refrigeration
- Have a long shelf life
- Are ready to eat or require little preparation
- Are calorie and nutrient rich
- Meet any unique dietary needs of family members

Suggested Foods

- Canned fruits, vegetables, ready-to-eat soups
- Energy rich peanut butter, granola bars, dry pasta sauces, dried fruit, nuts
- Canned juice or juice boxes
- Instant coffee, tea, hot chocolate
- Energy bars, meal replacement drinks
- Spices, sauces, condiments and sugar to improve the taste of the food
- Foods which will not increase thirst

VEHICLE EMERGENCY KIT

- ☐ Water
- ☐ Blanket
- ☐ Candle in a deep can and matches
- ☐ Extra clothing and shoes
- ☐ First aid kit
- ☐ Emergency food supply (e.g. energy bars)
- ☐ Shovel
- ☐ Booster cables
- ☐ Fire extinguisher (class ABC)
- ☐ Emergency flares
- ☐ Whistle
- ☐ Spare fuel container
- ☐ Road maps
- ☐ Emergency contact numbers (relatives, work and roadside assistance)

PET EMERGENCY KIT

- ☐ Food, water, bowls, paper towel, can opener
- ☐ Blanket and a small toy
- ☐ Leash
- ☐ Cat litter (if required) and plastic bags
- ☐ Pet carrier for transportation
- ☐ Current photo of your pet in case your pet gets lost
- ☐ Up-to-date ID tag with your contact number
- ☐ Copy of pet licence
- ☐ Muzzle (if required)
- ☐ Medications and records (including vaccinations)
- ☐ Record details of feeding schedules, medical or behavioral problems in case you must board your pets

PET PROFILE

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 Information

Owner's name: _____

Address: _____

Phone number: _____

Animal Information

Pet's name: _____

Type of animal:

- ☐ **Dog**
- ☐ **Cat**
- ☐ **Reptile**
- ☐ **Other:** _____

Eye colour: _____

Microchip: ☐ Yes | ☐ No

Tattoos: ☐ Yes | ☐ No

Height/Size: _____

Weight: _____

Dog license number: _____

Spayed/Neutered/Intact:

- ☐ **Spayed**
- ☐ **Neutered**
- ☐ **Intact**

Description (Markings/Notable features/Collar colour): _____

_____

_____

_____

Vaccinations: _____

_____

_____

_____

Current allergies or medications: _____

_____

Pet warnings: _____

_____

_____

_____

STEP 4
Know what to do.



The key to responding effectively in an emergency is to be prepared, remain calm, use common sense and follow the directions issued by emergency authorities.

In an emergency you will be provided with information through the media about the nature of the emergency, status of the situation and instructions about what to do. Monitor radio and television broadcasts and social media channels (City Facebook and Twitter channels) for emergency information and notifications.

If you need to wait out a disaster in your home, use the provisions in your 72 hour emergency preparedness kit. Cook outside on a barbeque or camp stove if there is no electricity. In cold weather you may be able to use a fireplace or wood-stove to heat your home.

DO NOT use barbeques, gas stoves or propane heaters indoors

WATER TREATMENT IN EMERGENCIES

On average, a person can only survive for three days without water. If you run out of stored supplies you will need to turn to other sources for drinking water. Ensure that the water is safe to drink. If you are not sure, you must treat it before drinking or using it to prepare food.

- Boiling is an effective method for disinfecting water. Bring water to a full boil for at least one minute to kill bacteria and parasites. Boiling is a good temporary treatment for clear surface water or rain water.
- Plain household bleach can also be used to treat water. Add five to eight drops of plain bleach for every four litres of water. Stir and let the water sit for 15 minutes before using. Do not use specialty, colourfast or scented bleach.
- Water purification tablets that contain iodine or chlorine are another option. They are available at camping and outdoor stores. Follow directions carefully.
- A safe and effective method is to use a portable water filtration system. These systems typically pump water through special filters to remove bacteria, viruses and contaminants. They are sold at camping and outdoor stores.

HOW TO SHELTER-IN-PLACE DURING A HAZARDOUS MATERIAL INCIDENT

Hazardous material incidents involve the release of dangerous chemical, biological or radioactive contaminants. There are many safeguards in place whenever a dangerous substance is being manufactured, transported or stored. Occasionally, however, hazardous chemicals and other substances are accidentally spilled or released.

If a hazardous material incident occurs in your area, you will be notified by radio and television broadcasts and through social media channels (City Facebook and Twitter accounts). These broadcasts will provide information about what to do to reduce your exposure and protect yourself. You may be instructed to shelter-in-place or to evacuate. To shelter-in-place you must remain inside your home or workplace and protect yourself there.

How to reduce your exposure and maximize your protection:

- Close and lock all exterior doors and windows.
- Shut off all fans to avoid drawing air in from outside. Turn off heating and air conditioning systems that circulate air through your home. Ensure that the kitchen range hood and bathroom ventilation fans are off.
- Close your fireplace chimney damper.
- Retrieve your 72 hour emergency kit. Ensure that the radio is working.
- Choose an interior room, ideally one without windows, where you will take shelter. Select a room that is above ground because, in a chemical gas leak, toxic gases that are heavier than air can seep into basements and accumulate.
- Once you are in the room, use duct tape to seal all air vents and cracks around the door.
- Monitor your radio or television station for information, or visit the City Facebook and Twitter social media channels.

TIP

IF YOU SUSPECT – CHECK!

If you suspect that you have been exposed to a hazardous material, call 9-1-1 immediately and seek medical care. Monitor any symptoms that you experience. Be aware of perspiration, dizziness and changes in your heart rate, breathing, skin tone and level of consciousness. Tell medical personnel about these and any other symptoms that you notice.

IF YOU NEED TO EVACUATE

Authorities will only direct you to evacuate from your home if they have reason to believe you are in significant danger. Follow instructions that you are given about when to leave, where to go and what transportation routes to follow. Do not enter or return to an evacuated area unless emergency officials have given you specific instructions and permission to do so.

If you are ordered to evacuate remember to take:

- Your emergency kit, emergency plan and contact information
- Essential medications and copies of prescriptions
- A mobile phone and charger
- Your pets

Take Steps To Protect Your Home

- Locate all shut-off switches and valves for water, electricity, gas, heating and ventilating systems in your home ahead of time.
- Identify valves and switches with labels and clearly mark the on/off position.
- Officials may advise you to shut off water and electricity service. ONLY turn them off if you are instructed to do so by emergency officials.
- Do not shut your natural gas service off UNLESS you are specifically directed to by emergency officials. If you turn off your gas, a qualified technician will have to reconnect it. In a major emergency it could take weeks for a technician to respond, leaving you without gas for heating or cooking.
- When you evacuate, lock your home and leave a note on the front door that indicates when you left, where you are going and your contact information.
- If you are able to, assist your neighbours with the evacuation.
- If you have time, call or email your out-of-area contact. Let them know where you are going, your planned route and when you expect to arrive. When you arrive at a reception centre or evacuation shelter, register with the staff. Also contact your out-of-area contact to give them an update. Tell them if any family members have become separated.



WHAT TO DO IN SEVERE WEATHER

When severe weather is approaching, Environment Canada issues storm watches, warnings and advisories through local radio and television broadcasts. Information is also available on the web site: **weatheroffice.gc.ca**.

You may also want to sign up for Alberta's new emergency alert program at **emergencyalert.alberta.ca**.

Preparing for Severe Thunderstorms and High Winds

- Cut down dead trees and branches ahead of time so they can't fall and cause damage.
- Secure lawn furniture and other objects that might be blown around.
- If a severe thunderstorm is approaching, unplug televisions, computers, and other electronic equipment.
- Do not go out in a boat during a storm or if one is in the forecast. If you are on the water and bad weather is approaching, head for shore immediately.
- If you are in a vehicle and need to stop, park away from trees and power lines that could fall. Stay inside your vehicle.
- If you are outside in a thunderstorm, take shelter in a building immediately. If there is no building nearby, shelter in a low, protected area such as a ditch, culvert or cave.
- Don't lie flat if you are caught in an open area. Crouch down on two feet to minimize your contact with the ground in case there is a nearby lightning strike.
- Never take shelter under a tree.

Winter Storms, Ice Storms and Blizzards

- When a winter storm hits, stay indoors. If you must go outside, dress for the weather and wear warm boots, mitts and a hat or toque.
- Blowing snow reduces visibility on the road. Avoid driving in these conditions.
- If a blizzard catches you when you are driving, pull off to the side of the road. Turn on your flashing hazard lights to make your vehicle as visible as possible for other drivers.
- If your car becomes stuck in a snowstorm, stay inside the vehicle.
- To stay warm in a vehicle, you can run the engine for 10 minutes every half hour if the muffler is not blocked by snow. Check the tailpipe to make sure it is not obstructed. Dangerous carbon monoxide fumes can enter the car if the exhaust pipe is blocked by snow.
- Ice from freezing rain accumulates on branches, power lines and buildings. Use caution around branches or wires that could break under the weight of the ice.
- Stay away from fallen power lines to avoid the risk of electrocution.
- If freezing rain is in the forecast, avoid driving because roads become extremely hazardous. After a storm, wait until road conditions are safe before driving.



Tornadoes and Windstorms

If you are in the house:

- Stay away from windows, doors and outside walls.
- Take shelter in the basement.
- If there is no basement, go to a small interior room, hallway or closet on the ground floor.
- Take shelter under a sturdy desk or table for more protection.
- In a multi-storey building, go to an interior room or hallway on the ground floor. Avoid using elevators.

If you are in a large open building such as a gym, arena, auditorium or church:

- Be aware that the wide span roof of a large building can collapse in a tornado.
- Take shelter in another building if possible.
- If you cannot leave, move to a small interior room such as a change room, washroom, cloakroom or storage room. Look for sturdy tables or desks to shelter under.

If you are driving and spot a tornado or a tornado is approaching:

- Never chase a tornado - they are unpredictable and can change direction quickly.
- If the funnel is in the distance, take shelter in the nearest solid building.
- If the tornado is nearby, get out of your vehicle and take shelter in a low-lying ditch or depression.
- If you are caught in an open area, get as close to the ground as possible and cover your head to protect it from flying debris.
- If you are in a mobile home, vehicle or recreational vehicle take shelter in a nearby building that has a strong foundation. If no building is available, get out of the vehicle and lie down in a low area or ditch.

WHAT TO DO IN A FLOOD

Floods are the most frequent natural hazard in Canada. During major rainstorms or rapid snowmelt, the sheer volume of water can back up drainage and sewer systems and flood basements. In most cases, you can prevent this from happening by taking a few simple, yet effective steps.

Preparations to reduce flood damage:

- Install a sump pump and zero reverse flow valves in basement drains.
- Do not store important items or documents in the basement.
- Apply weather sealant around basement windows.
- Extend eavestrough downspouts to ensure rainwater is discharged away from your home.
- Check eavestroughs regularly for debris, poor connections or sagging.

If flooding is imminent:

- Take precautions to safeguard electrical, natural gas or propane heating equipment.
- If there is time, consult your electricity, water and gas supplier for flood instructions.
- Move basement furniture, electronics and appliances upstairs.
- Take chemicals and toxic substances out of basement storage.

TIP

DO NOT ATTEMPT TO TURN OFF YOUR ELECTRICITY IF ANY WATER IS PRESENT.

Water combined with live electrical wires creates a potentially lethal electrocution hazard. Leave your home immediately and inform authorities. Do not return until it is safe to do so.

If you Need to Evacuate

If an evacuation is ordered, leave your home. Staying may put your safety and the safety of others at risk.

Do not cross flooded areas on foot or in a vehicle. The water can be much deeper than it appears. Fast flowing water, even if it is shallow, is powerful enough to sweep you away.

After a Flood

- Do not return home until authorities have informed you that it is safe.
- Do not enter your residence if the electricity was not turned off at the main switchbox before the flood. You will need an electrician to determine if it is safe to enter.
- The main electrical panel will need to be dried, cleaned and tested by an electrician to ensure that it is safe.
- Wiring in flooded electrical appliances may be damaged. They can short-circuit and give off a strong electrical shock or even catch fire when plugged in. Make sure they are thoroughly cleaned and dried and have them inspected by a qualified electrician before use.
- Check for structural damage before entering your home. Make sure it is safe. Look for buckled or slanted walls or floors.
- Watch for sewage contamination, broken glass and other dangerous flood debris.

Where mold is present, be sure to wear a face mask and disposable gloves.

Mold Contamination

Flood water is often heavily contaminated with sewage and other pollutants. Take precautions to protect your health; use gloves, masks and rubber boots when working in contaminated areas and wash thoroughly afterwards.

- Do not drink water if you suspect contamination. Have it tested.
- Damp basements are an ideal place for mold growth.
- Mold can lead to serious health problems if it is not removed.
- When working in an area where mold is present, wear a face mask and disposable gloves.
- You may need to have mold removed by professionals.



WHAT TO DO DURING EXTENDED POWER OUTAGES

Most power failures are short in duration. However, during severe storms or other emergencies they can last for hours, days or even a week or more.

During a power outage, you may be left without heating, air conditioning, lighting and running water. Phone service can also be disrupted. Basic analog telephones which do not require electricity may still work. A battery-powered or crank radio in your emergency kit makes it possible for you to monitor news broadcasts.

You can reduce the impact of a power outage by taking time to prepare in advance. Be prepared to manage without electricity for at least 72 hours.

Basic analog telephones which do not require electricity may still work.

Preparing Your Home

- Consider installing a backup heating source for winter power failures. Gas or wood stoves and heaters that don't rely on electricity can heat your home and keep water pipes from freezing.
- Clean your chimney every fall if you have a wood-stove or fireplace.
- Another option is to install a backup electricity generator. People choosing this option need to check their home's energy requirements and have the generator installed by a professional.

During A Power Outage

- If your home is the only one without power, check your electrical panel or fuse box.
- If neighbouring homes are affected as well, call your electricity supplier.
- Appliances and electronic equipment can be damaged by a power surge when electricity returns; turn appliances off.
- Turn off all lights, except for one or two. When they come on, you will know that service has been restored.
- Keep refrigerator and freezer doors closed as much as possible to prevent food from spoiling. Food will remain frozen in a full freezer for 24 to 36 hours if the door remains closed.
- Never use barbecues, camping stoves, propane heaters or generators indoors.
- Use safe candle holders which will not topple. Do not leave lit candles unattended and put them out before going to bed.
- A crank or battery powered radio will enable you to stay informed during an outage.



EMERGENCIES
What to do after.



WHAT TO DO AFTER AN EMERGENCY

- Check yourself and your family for injuries.
- Help injured individuals and provide first aid if it is safe to do so. Otherwise get help or call 9-1-1 if it is an emergency.
- Once you have taken care of people in your own household, check on your neighbours.
- Monitor local radio and television stations and City social media channels (Facebook and Twitter) for information from emergency officials.
- Avoid using telephones or cell phones unless you require emergency services. Keep the lines free for those who need them most.
- Stay away from disaster areas. Going there may interfere with rescue work. If you become injured or stranded in a dangerous area, you become part of the emergency and create more work for emergency personnel.
- Avoid fallen power lines. Report their location to local utilities.
- If there is any damage to your residence, use caution. If there is structural damage, leave your home and do not re-enter until examined by a professional.
- Check for fires, fire hazards and gas leaks. If there are any hazards present, leave your house and call for help.

Recovery

- Notify relatives and friends that the emergency is over.
- Contact your insurance company.
- If you can prevent further damage by boarding up windows or temporarily patching holes in a roof then make these repairs.
- After any emergency, do not drink the water until you know it is safe.

Insurance And Emergencies

- Check your insurance policy before a disaster strikes to determine if you have enough coverage and exactly what types of damage will be covered.
- For insurance purposes, make sure you have an accurate description of your home and an inventory of your belongings. Take photographs, record serial numbers and keep copies of receipts to show the value of items. If an emergency damages your home or possessions, take immediate steps to protect your property from further damage and contact your insurance company.

CHILDREN AND EMERGENCIES

Children, in particular, may experience anxiety and fear after an emergency. Children take their cues on how to respond to a situation by how the adults around them react. Try to be calm, reassuring and realistically optimistic about the situation.

- Children may feel powerless and worry that the event will happen again.
- Encourage children to talk about the event and their feelings.
- Listen to their fears and take them seriously.
- Talk about what happened and what is being done to return life back to normal.
- Encourage children to express themselves through play or drawing.
- If you have evacuated, try to keep the family together in one place.
- Provide children with information at a level they can understand.
- Hold and hug young children to give them a sense of safety and security.



COPING WITH THE AFTERMATH

What you and your family might experience:

- Realize that people react in different ways following an emergency.
- Recognize that the way you are feeling and reacting to the event is normal.
- Talk to family members and friends.
- Be there to listen to others as well.
- There may be a lot of cleanup and recovery work to do but don't overdo it. Take time to rest.

Remember that emergencies are very stressful events. If physical and emotional reactions continue to persist after the event or if you have experienced particularly traumatic losses, it may be necessary to seek counseling and professional help. Don't hesitate to do this; **help is available**. Contact the City's Family & Community Support Services at **780-459-1756** for more information.

WHERE TO FIND MORE INFORMATION

For more information on emergency preparedness visit the following websites:

Alberta Emergency Management Agency
aema.alberta.ca

Alberta Emergency Alert
emergencyalert.alberta.ca

Alberta Health Services
albertahealthservices.ca

Public Safety Canada
getprepared.gc.ca

Public Health Agency of Canada
phac-aspc.gc.ca

The Canadian Red Cross
redcross.ca

Alberta Health
health.alberta.ca

Federal Emergency Management Agency (USA)
fema.gov

NOTES



EMERGENCY PREPAREDNESS GUIDE

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