

# FLOOD PREPAREDNESS GUIDE

## BUSINESS

- » Flooding due to seasonal snowmelt, also known as 'freshet', can occur each spring along the Fraser River.
- » What you need to know should water levels continue to rise in your area.
- » Learn how to protect your business in case of a flood and minimize flood damage to the property.

For an online version of this brochure and up-to-date information on the Fraser River Freshet, please visit our website at [surrey.ca/sep](http://surrey.ca/sep)

# IMPORTANT FLOOD WARNING

Dear Business Owner,

Flood warnings have been forecasted for the Fraser Valley area due to record snow packs along the tributary regions to the Fraser River. The current snow pack has been measured at significantly more than the annual average, and depending on the melt pattern, may result in record high river levels. The Ministry of Environment is able to measure the snow pack and compare it to previous flooding events, but exact forecasting of a flood is not possible at this time.

The immediate areas of concern in Surrey have been outlined on the map in this guide. If your place of business is within the affected area, please read the following information package carefully.

On the following page we have provided you with the City's "Fraser River Freshet Preparedness Phases". These four (4) phases have been established to ensure that the potential flood is managed in an efficient manner by Surrey's emergency response teams. We have provided you with an outline of each phase so that you know what to expect.

**PLEASE READ THROUGH EACH PHASE THOROUGHLY.  
IT'S IMPORTANT YOU UNDERSTAND THE SEVERITY OF THIS POTENTIAL FLOOD.  
SINCE YOU HAVE RECEIVED THIS INFORMATION PACKAGE, IT CAN BE ASSUMED THAT WE ARE  
IN PHASE 1 OF THE 4 PHASES..**

## Prepare yourself.

Preparation for this potential flood will be your greatest defense. To ensure the safety and well-being of yourself and your employees, and to prepare for business continuity, follow instructions in the attached "Flood Preparedness – A Self Help Guide for Businesses" carefully. Depending on the severity of this potential flood, the instructions can help reduce the impact on your business and property. It can even save lives.

## Listen for instructions.

We will keep you informed and updated of all flood precaution warnings as they occur. Instructions will be provided via television, radio, newspaper, Surrey's website and Flood Information Hotline (604-591-4534), as well as door-to-door visits by flood operations personnel if necessary.

## Leave the area immediately when you are instructed to do so.

Provide your employees with an evacuation plan and communication plan to ensure they are kept informed of the situation at all times.

## Don't try to be a hero.

Leave when you're asked to leave. Our emergency response teams are equipped to deal with a flood situation. Ignoring an evacuation warning could jeopardize the safety of your employees or those people who might eventually have to come to your rescue. We thank you for your full cooperation in ensuring a smooth, safe evacuation and an expedient recovery.

# FRASER RIVER FRESHET PREPAREDNESS PHASES



## Phase 1

Based on definitive Ministry of Environment forecast

- » Implement City Communications Plan
- » Establish Flood Information Phone Line
- » Inspection of all flood related equipment
- » Hand out information packages to residents and businesses residing within the affected areas



## Phase 2

Based on the Mission Gauge

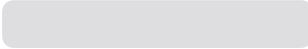
- » Deploy all flood equipment, internal and external
- » Transfer in key or qualified personnel
- » Dyking operations: Dyke is reinforced and manned on a continual basis
- » Notify residents of imminent flooding and begin voluntary evacuation



## Phase 3

Based on the Mission Gauge and the Ministry of Environment

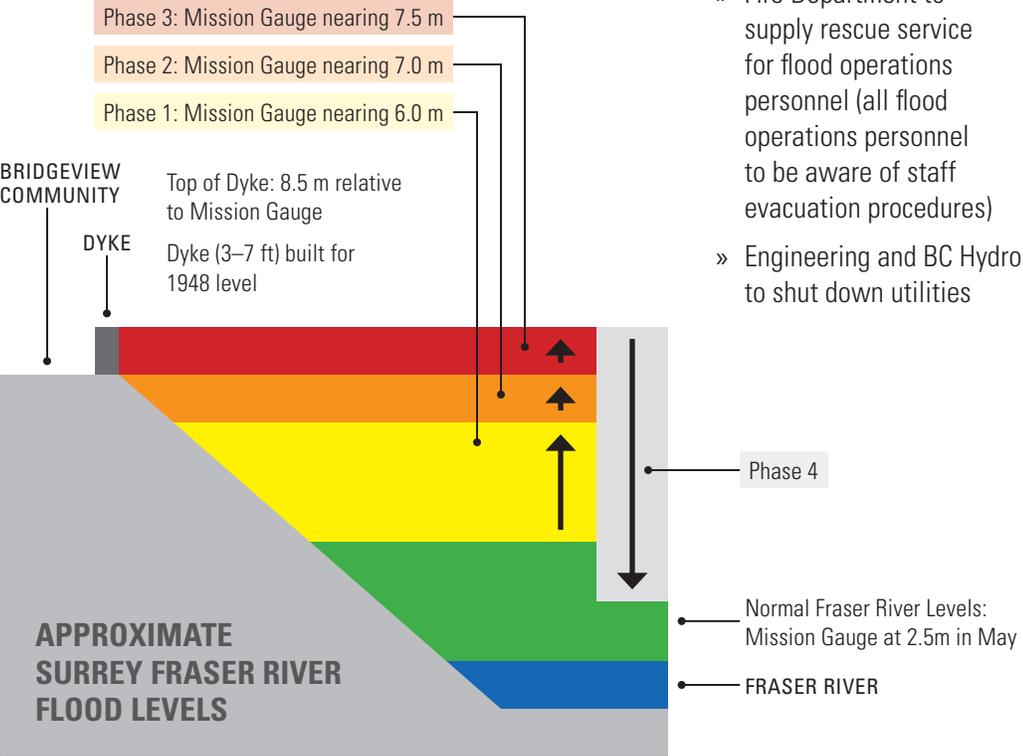
- » Final dyking and stop-blocking
- » Establish reception centres
- » Evacuation of all residents in affected areas
- » Transport residents to reception centres
- » Sweep areas for possible victims or residents not obeying evacuation order
- » Fire Department to supply rescue service for flood operations personnel (all flood operations personnel to be aware of staff evacuation procedures)
- » Engineering and BC Hydro to shut down utilities



## Phase 4

Post crest and receding

- » Inform all personnel of cresting and evacuate
- » Sweep area for victims
- » Assessment of area by Engineering, BC Hydro Health Unit, etc. (this to be done when the river has receded to a point where personnel can safely navigate the zone)
- » Return order needs to be given when a clean supply of drinking water can be provided and when the means for human waste and flood debris removal are available
- » Return or relocation of residents
- » Inventory equipment and return to pre-flood locations
- » Release of transfer in and volunteer personnel



Flood levels reference the Provincial Mission Gauge, located 50 kilometres upstream of Surrey.  
 Note: Not to scale.  
 All elevations are strictly illustrative, and not to be relied upon.

# FLOOD PREPAREDNESS SELF-HELP GUIDE FOR BUSINESSES

Due to the unprecedented snow levels in the Fraser Basin there is a very high possibility that the Fraser River could reach damaging flood levels during the May and June melt. It is important that you make plans now to ensure that your business can continue after flood waters recede.

## Before the Flood Occurs, Protect Your Property.

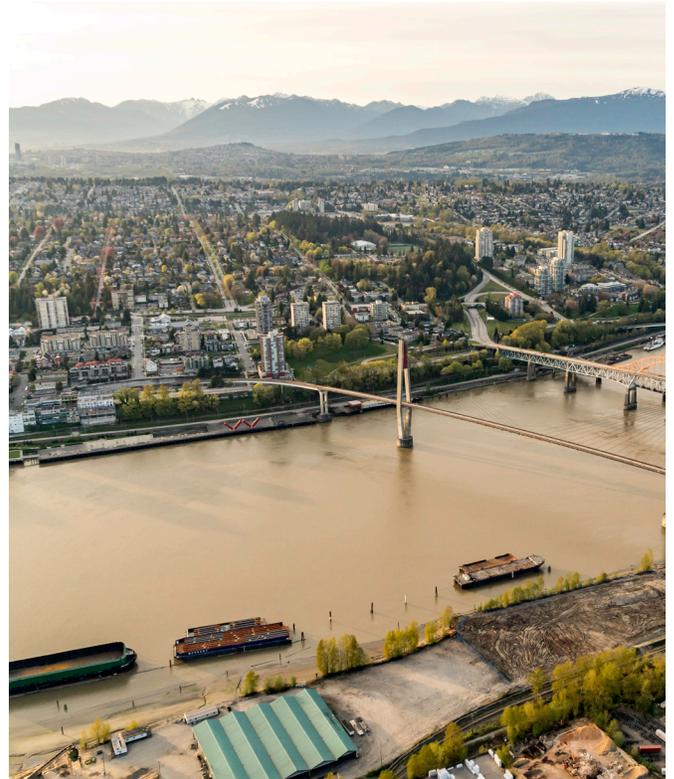
The following are some suggested actions that you can take to ensure minimum disruption to your business in the event of any flooding.

**Records and Electronic Data:** Remove any records, files and computer equipment from basement areas and ground floors. Move them to higher levels or to another location unlikely to be impacted by flood waters. This may be a good time to back up your data to secure storage.



**Inventory and Items in Long-term Storage:** These items should be relocated to higher levels or removed from your facility. If any items are stored outside the building they should be moved indoors. If any of these items will not be damaged by water they should be tied down or moved inside.

**Hazardous Materials:** Materials like paints, solvents, oils, pesticides or any other environmentally-damaging chemicals should be moved to floors above ground level or removed



from the site. Fill and anchor large fuel and water tanks and plug their vents. Propane bottles float, regardless of the amount of volume. They should be chained or secured on site, or removed altogether from the site.

**Shop Floors and Work Areas:** These areas should be clean of debris, oils etc. Secure tanks from floating.

**Logistics and Employee Contacts:** Keep up-to-date contact information for all employees. Make arrangements to defer or redirect shipments. Secure or relocate valuables. Move vehicles to high ground.

**Utilities (Electricity, Water, Gas):** When you are advised of immediate danger of flooding, shut off all power, water and gas services to your business. Relocate equipment and appliances to higher levels. For equipment that is too large to be relocated, remove motors, fans and controls and store at higher levels.

# FLOOD PREPAREDNESS SELF-HELP GUIDE FOR BUSINESSES

## Evacuation

If you are advised to evacuate, it is imperative to follow the instructions of emergency personnel. Prepare in advance of evacuation by listing and gathering the items you will take



with you. There will be little time when you are advised to evacuate. All of these items should be placed in easy to carry, waterproof containers or bags. Take extra care when driving. If your car stalls in a flooded area, abandon it. Look for information signs and emergency personnel.

## Returning After a Flood

Exercise caution when re-entering your place of business. If there is any doubt please contact our Flood Information Hotline (604.591.4534) or go to [www.surrey.ca/sep](http://www.surrey.ca/sep).

Avoid electrical shock by wearing rubber boots in an area flooded by more than 5 cm (2 inches) of standing water.

Do not return until there is a safe water supply and a system for disposal of garbage and human waste. Flood water can be heavily contaminated with sewage and other pollutants, and pose a serious health hazard.

Do not re-enter your building if there are any signs of structural damage. Look for buckled walls or floors. Watch for holes in the floor, broken glass and other potentially dangerous debris.

When entering the building, do not use matches, cigarette lighters or any other source of open flame(s) since gas may be trapped inside. Instead, use a flashlight to light your way. Leave the power off until an electrician has inspected your system for safety.

## Cleanup Phase

This could be a tedious and dangerous task. Floodwater can pick up sewage and chemicals from roads and factories. Be careful walking around. Steps in floors may be covered



with mud and debris, including nails and broken glass. Small animals may have been forced to leave their homes and take up residence in your building. Be cautious when picking up or turning over items.

# FLOOD PREPAREDNESS GUIDE

## IMPORTANT CONTACT INFORMATION

### Call 911 in an emergency for Police, Fire or Ambulance

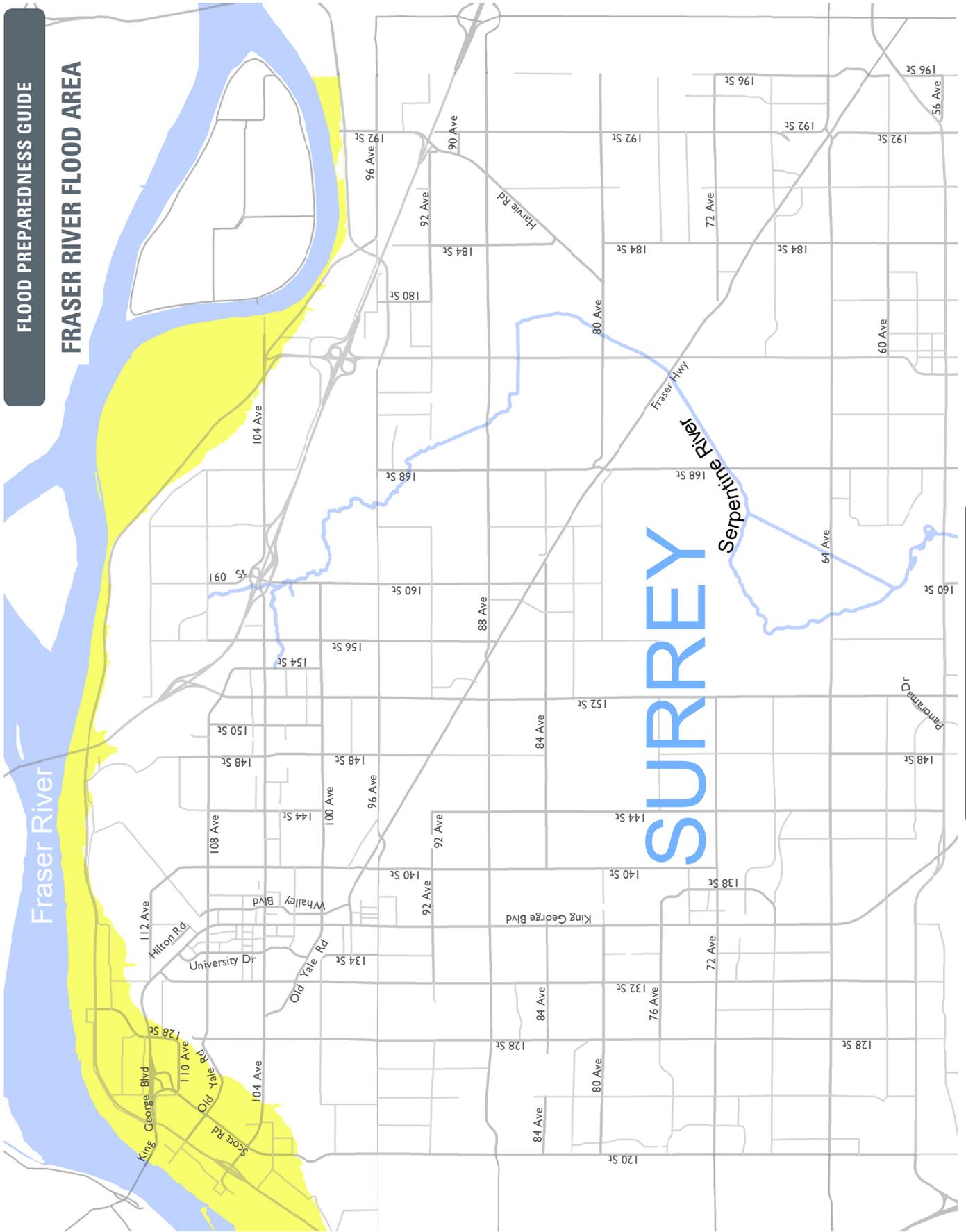
Download the **MySurrey app** at [surrey.ca](http://surrey.ca) to access and share city services like news and events over email or social media.

Make sure you, your family and your business are ready for the first 72 hours after a major emergency happens. Download the **Emergency Preparedness Toolkits** for personal and business uses on [surrey.ca/sep](http://surrey.ca/sep).

Surrey Flood Information Hotline.....	604.591.4534
Surrey Emergency Program .....	604.543.6795
Provincial Emergency Program .....	1.800.663.3456
Surrey Fire Service (non-emergency) .....	604.543.6700
Emergency Social Services .....	604.501.5000
Surrey RCMP (non-emergency) .....	604.599.0502
BC Ambulance Service (non-emergency) .....	604.872.5151
City of Surrey Engineering.....	604.591.4340
Surrey Memorial Hospital .....	604.581.2211
Peace Arch Hospital .....	604.531.5512
South Fraser Public Health Unit .....	604.587.7610
Environment Canada (weather office).....	1.800.668.6767
Red Cross .....	604.709.6600
Surrey Animal Resource Centre .....	604.574.6622
Surrey Food Bank .....	604.581.5443
FortisBC (emergency) .....	1.800.663.9911
(non-emergency) .....	604.576.7000
BC Hydro (power outages) .....	1.888.POWERON
(non-emergency).....	604.224.9376
ICBC (dial-a-claim).....	604.520.8222
School District 36 .....	604.596.7733
Office of the Fire Commissioner .....	1.888.988.9488
Legal Aid – Legal Services Society.....	604.408.2172
Medical Services Plan of BC .....	604.683.7151
Victim Services (Surrey).....	604.599.7600
BC Mental Health Society.....	604.524.7000
Poison Control .....	604.682.5050

FLOOD PREPAREDNESS GUIDE

FRASER RIVER FLOOD AREA



Potential Flood Limits Level



**PREPARE YOURSELF**

**LISTEN FOR INSTRUCTIONS**

**LEAVE THE AREA IMMEDIATELY  
WHEN YOU ARE INSTRUCTED TO DO SO**

**DON'T TRY TO BE A HERO**