



# Personal Emergency Preparedness Toolkit



# Message from the Mayor



If a major emergency occurs, our city will immediately begin working to minimize the effects on our community and to restore services. Through the Surrey Emergency Program, we have a plan in place to address emergencies of all types and sizes.

It's equally important that members of our community have their own plan in place. Residents may need to rely on themselves for the first 72 hours and beyond as the City and emergency responders deal with serious issues elsewhere in the community.

This guide provides information, resources and checklists to help you achieve the first stage of preparedness at home, at work and in your vehicle. The next stage is neighbourhood preparedness, which is covered in a companion guide that can be found on our website.

As we see in the news, disasters can happen any time and anywhere, without warning. Please read and act on the information provided in this guide. We all have a role to play in keeping ourselves, those who rely on us, and our neighbourhoods healthy and safe.

Sincerely,

A handwritten signature in black ink that reads "Linda Hepner". The signature is written in a cursive, flowing style.

Mayor Linda Hepner

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# Why Get Prepared?

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If you're unprepared for a disaster, it can shatter your life.

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Recent major disasters around the world have shown how devastating these catastrophic events can be to communities and individuals. Are you and your family prepared for emergencies such as major storms, earthquakes, floods, fires, or hazardous materials spills?

No community is equipped to handle all the demands of a catastrophe. Help your community and yourself by preparing to be self-sufficient for at least 72 hours after a major emergency takes place.

Knowing what to do when disaster strikes will help you better control the situation and be in a position to recover more quickly. Make sure everyone in your household knows what to do before, during and after an emergency.

## About this Guide

This guide was developed through the Surrey Emergency Program to help Surrey residents understand the risks they face from disasters and develop a plan to address them. Personal preparedness is the first step in Surrey's Neighbourhood Emergency Preparedness Program (NEPP).

Information, tools and suggestions are provided to help you begin developing your personal emergency plan. Even one simple step now can help make a big difference in how well you and your loves one cope with and recover after an emergency.

### THIS BOOKLET ADDRESSES THE FOUR STEPS TO EMERGENCY PREPAREDNESS:

- Minimize existing hazards in the home.
- Acquire and store supplies required for an emergency.
- Know what to do during and after an emergency.
- Be ready to evacuate your home or neighbourhood, or shelter-in-place.

**Please note:** Some of the content in this guide has been adapted from information from Public Safety Canada, Canadian Red Cross and Emergency Management BC. While every reasonable effort has been made to ensure the accuracy of the guide's contents at the time of publication, the City of Surrey does not guarantee the accuracy of the information provided.

**Last updated:** November 2015

# Potential Hazards and Risks

## NATURAL HAZARDS



Flood/debris flows



Earthquakes



Extreme weather



Landslides

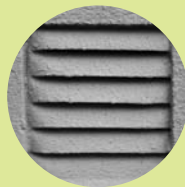


Tsunamis



Wildfires

## TECHNOLOGICAL / ACCIDENTAL HAZARDS



Carbon monoxide



Hazardous materials



Power outages

## HEALTH & OTHER HAZARDS



Influenza



Pandemics



Chemical,  
biological, nuclear,  
radiological



Structure fires

# Minimize Hazards in Your Home

Preparing your home for emergencies such as earthquakes, floods and storms could prevent injuries to your family and reduce damage to your home and belongings.

While checking for hazards, identify safe places in each room of your house, as well as danger zones (e.g. by windows, swinging doors, tall or hanging objects, chimneys or near gas appliances).

## Home Hazard Hunt

### FURNITURE AND BELONGINGS

- Secure your water heater. If there is more than 1-2 inches between your tank and the wall, add a wooden block (e.g. 2x4) to the wall studs using long screws. The goal is to create a snug fit between the tank and wall studs. Also fasten the tank to the wall using heavy gauge metal bands or nylon strapping.
- Secure gas appliances such as your stove or clothes dryer to a wall stud.
- Secure refrigerators, top and bottom, with plumber's tape (perforated metal strapping). Screw one end into a wall stud and fasten the other to a structural component of the refrigerator (not the coils).
- Secure wood burning stoves based on the manufacturer's instructions.
- If you must use castors or glides on appliances, lock the wheels or place a wedge under the front wheels.
- Secure top-heavy and free-standing furniture such as bookcases, china cabinets and shelves. Use braided metal cable, chain or angle brackets to secure them to a wall anchor. Always screw wall anchors into a stud and don't use nails as they can pull out during a large earthquake.
- Reposition beds so tall furniture won't fall directly on you.
- Move heavy or breakable objects on high shelves, bookcases or surfaces to lower locations, or attach a wooden or metal guardrail to keep items from falling off.
- Secure electronic equipment, small appliances and other items that may slide off their counter or cabinet tops. Use velcro, or for more delicate items, use dental wax or double-sided tape.
- Move hanging plants and lamps away from windows that they may crash into if they swing wildly during an earthquake. Make sure hooks are directly screwed into studs.
- Don't hang mirrors or heavy wall artwork above couches, beds or exits. Instead of traditional picture hangers, use long-shanked, open eyehooks that penetrate the wall stud.
- Identify and fix latches on kitchen, bathroom and workroom cabinets that will not hold in heavy shaking. Put heavy and breakable items on bottom shelves. To keep cabinet doors from flying open, install a latch operated by a pull-back mechanism.
- Keep beds away from window glass, which may shatter, and consider replacing with safety glass.
- Keep poisons, chemicals and solvents on lower shelves or ideally in a locked cabinet. Keep them away from your water and food storage areas and out of reach of children and pets. If possible, store all flammable liquids in an outside building away from structures and vehicles. If in a flood-prone area, do not keep in the basement.
- If in a flood-prone area, relocate irreplaceable items to upper floors.
- Consider purchasing earthquake insurance to defray costs of any damage.

# Minimize Hazards (*cont.*)

## UTILITIES

Be sure all household members know where the utilities are located and how to shut them off. Post signs with instructions near the shut-off mechanisms for all utilities.

- Locate the electrical circuit box and learn how to shut off electricity to the entire house as well as individual appliances and rooms. Make sure all switches are clearly marked.
- Locate the shut-off valve for the watermain that enters the house. If the valve has not been turned, it may have rusted open or only partially close. Replace if necessary, label with a large tag, and ensure all family members know where it is located and how to turn it off.
- Know where the gas meter is located and teach everyone in the house how to turn it off. Valves that have not been turned in a number of years may not be easy to move. It only takes a quarter turn in either direction to shut off the gas, so only move the valve one-eighth of a turn to assure that it can turn. Store a wrench nearby, and ensure all household members know where it is.
  - **Only shut off your natural gas completely if you smell the warning odour** (rotten eggs) and/or you notice a large consumption of gas being registered on the meter. Natural gas must be turned on by the gas company, which could take weeks following a major disaster. If you smell natural gas:
    - Immediately get everyone out of and away from the house.
    - Open windows and doors to provide ventilation.
    - Locate the gas meter and turn the shut-off valve a quarter turn in either direction to shut the gas off.
  - **Never try to turn the gas back on by yourself, even if you accidentally turn it off while practicing.**

## HOUSE AND PROPERTY

- Secure anything that may be blown around or torn loose, both indoors and outdoors.
- Prune dead or rotting branches and cut down dead trees to reduce the danger of them falling on your house. Contact BC Hydro to have tree limbs removed around power lines.
- Keep the exterior of your house in good repair. Roof tiles, the chimney and other masonry need to be in good shape, and eavestroughs cleared of debris and connected to downspouts.
- Check the drainage around your house to reduce the risk of basement flooding after a heavy rain.
- Keep your car in the garage to protect against damage.
- Check your home's foundation, cripple walls, posts, beams, chimney and roof to ensure they are structurally sound. Cracks and sagging are telltale signs. Hire a professional if you don't have the skills to do so yourself.

## Other Safe Home Tips

Make sure your home the following items and everyone knows where they are located:

- A working carbon monoxide detector on each level.
- A working smoke alarm on each level and in every bedroom/sleeping area.
- A fire extinguisher on each level, including the kitchen. Each capable adult and older children should know how to use it.

If you are in an apartment or hotel, make sure you know where the fire alarms and emergency exits are located.

# Get Supplies

If a disaster occurs, it may take emergency workers some time to reach you. Be prepared to take care of yourself and your family for at least 72 hours.

Use the information in this section to prepare a variety of customized emergency kits:

- a household kit for sheltering in place,
- a grab & go kit in case you need to quickly evacuate,
- a kit for your pet if you have one, and
- kits for your vehicle and workplace.



You can purchase ready-made kits or assemble them yourself using the lists in this section. You can lessen the initial cost by purchasing supplies over several paydays.

**Review your kits** every six months to check batteries, replace water and replace expired items. Spring and fall are good choices as you can rotate supplies to suit the upcoming weather. Mark kit review dates in your calendar.

## Household Emergency Kit

If you are not evacuated, having a well-stocked household emergency kit will be key to bringing you and your family through a major disaster. Considerations when planning your kit:

- Accommodate each household member's personal preferences, allergies and needs.
- A plastic or metal container with a tight-fitting lid will protect contents from odours, moisture and rodents.
- Store your kit in a cool, shaded place away from chemicals, and not directly on a concrete floor.
- Keep your kit accessible. Possible locations are a closet near an exit or in your camper or outside shed.
- Consider storing supplies in individual packs within your big container so supplies are easier to move if needed.

## FOOD SUPPLIES

A three-day supply is the minimum amount of food for your kit. However, because a major disaster can disrupt your ability to purchase food, it is wise to maintain a two-week supply in your everyday household provisions.

- Choose foods that:
  - don't require refrigeration
  - require little or no preparation or water
  - are familiar to your family
  - will not increase thirst
- Keep the volume small, light and easy to carry, in case an evacuation is necessary.
- Choose items such as: peanut butter, canned fruits, vegetables and stews, canned fish and meat, pasta, beans and beef jerky. High-nutrient food bars, nutritional drinks and dried nuts and fruit are also good.
- Seal all foods to prevent contamination by rodents, bugs, humidity, ground water and variations in temperature.
- Don't forget some snacks and treats.



# Get Supplies (*cont.*)

## FOOD-RELATED SUPPLIES

- Salt / spices in sealed containers
- Heavy-duty aluminum foil
- Plastic wrap
- Small container of dish soap
- Sealed containers for food storage
- Ziplock bags or plastic bags with twist ties in various sizes
- Cooking pot, paper plates, cups and utensils
- Large sturdy garbage bags (a bright colour can also be used as a signal flag)
- Bottle opener
- Good quality manual can opener
- Washing pan
- Alternate cooking source (see below)
- Cooking fuel (propane, charcoal, sterno etc.)

If using china or plastic dishes, limit dishwashing by lining dinnerware with plastic food wrap to throw away after each use. You can also label separate drinking cups for each family member to use throughout the day.

## INFANT NEEDS

Based on your infant's diet and requirements, you should be prepared for a survival period of three to five days. Check with a pediatrician or family doctor to be certain your pack contains a proper supply of nourishment.

## COOKING

Camp stoves, sterno stoves, barbecues and hibachies can be used as alternate cooking sources, but do not use them inside the home. This could cause carbon monoxide poisoning or a fire if there is an undetected gas leak.

Other options include a fondue pot or wood-burning fireplace. If using the fireplace, inspect the chimney, mortar and flue for cracks before use.

## WATER

Water is the most important item to store, as reduced water intake can adversely affect your health and ability to survive.

- Plan for approximately four litres per person per day – two for drinking, and two for food preparation and hygiene. A family of four will need 48 litres of water for a three-day supply.
- It is recommended that you purchase bottled water for this purpose.
- Store your water containers in cool, dark locations. Avoid storing water in areas where toxins such as gasoline and pesticides are present, as the vapours will penetrate the plastic over time. Also, don't store plastic water containers directly on concrete, as concrete will leach chemicals into the water and degrade the container itself.
- See page 26 for potential additional sources of water and purification methods.

# Get Supplies (*cont.*)

## FIRST AID SUPPLIES

You can purchase pre-packaged first aid supplies or assemble your own kit with fresh supplies. Store in a small container with a handle, such as a cosmetic case or toolbox. Tape the list of contents inside the lid, and check the expiry dates regularly.

For prescription medication, ask your pharmacist about storage requirements and time. If possible, purchase an extra amount (two-week supply) for your first aid kit and rotate the supply whenever you fill your prescription.



### Medicine

- Hydrogen peroxide to wash/disinfect wounds
- Cough mixture or lozenges
- Antibiotic ointment for dressings
- Laxatives
- Individually wrapped alcohol swabs
- Anti-inflammatory pills (e.g. Aspirin)
- Antacids
- Prescription medications taken regularly
- Anti-diarrhea medicine
- Vitamin supplements
- Anti-nausea tablets
- Smelling salts
- Pain killers (e.g. Acetaminophen)
- Syrup ipecac (to induce vomiting)

### Medical Equipment

- Non-breakable thermometer
- Eye wash cup and sterile water
- Pocket knife (Swiss army style)
- Needle and thread
- Disposable latex gloves
- Splint material
- Tweezers
- Safety razor blade
- Scissors (bandage and heavy duty)
- Safety pins (assorted sizes)
- Surgical masks

### Bandages

- Adhesive bandages (assorted sizes)
- Elastic bandage (several widths)
- Sterile gauze pads
- Abdominal pads
- Butterfly bandages
- Adhesive dressings
- Large triangular bandages
- Sterile dressings
- Rolled gauze (several widths)
- Adhesive tape (several widths)

Ask at your supply store for the correct amounts appropriate for the size of your family.

### Additional supplies

- First aid book
- Cotton balls or swabs
- Bar of soap
- Petroleum jelly
- Calamine, sunscreen and skin lotion
- Insect repellent
- Instant cold and heat packs
- Small spray bottle with 10% bleach solution for disinfecting
- Pre-moistened towelettes
- Tissues
- Hot water bottle
- Paper cups and plastic spoons

# Get Supplies (*cont.*)

## CLOTHING

Plan your clothing to suit all the seasonal weather conditions that occur in your area. In extremely cold conditions, warmth is found in wearing multiple layers of clothing to reduce or restrict body heat loss. For summer, you'll need protection from the sun. Include:

- Shirts, pants and undergarments
- Winter hats, scarves and warm gloves or mitts
- Sun hats and sunglasses
- Shoes and boots – warm, strong and waterproof
- Heavy wool socks
- Good quality rain gear
- Coats and jackets – ideally layerable

## LIGHTING

Store two or three alternate sources of lights. Make sure there are no gas leaks before using any open fire, including matches, candles and lanterns. Locate with care as earthquake aftershocks may cause lighting to topple. Options:

- Flashlights, extra batteries and spare bulbs – store batteries in a cool, dry, non-refrigerated area. Also keep a small flashlight in your car, purse and briefcase.
- Camping lanterns – including extra fuel, wicks, mantles and waterproof matches.
- Lightsticks – can provide light for up to 12 hours and can be purchased from camping stores.
- Candles/tealights – place in deep, sturdy containers.

## OTHER NECESSARY ITEMS

- Infant supplies (diapers, bottles, formula etc.)
- Emergency blankets, sleeping bags and pillows
- Hand towels and wash cloths
- Paper towels and toilet paper
- Toiletries (e.g. toothbrush/paste, shampoo, deodorant, mirror, comb)
- Feminine hygiene supplies
- Hand soap and sterile towelettes
- Crank or battery-operated flashlight, spare bulb
- Crank or battery-operated portable radio
- Good quality spare batteries
- Dust mask, hard hat, eye protectors
- Work gloves
- Money – small bills and coins
- Signal flares and flag
- Copies of important contacts and documents
- Copies of ID and pictures of family members to help locate those who are missing/lost
- Personal address book
- Paper and pencil
- Books and games
- Safety rope and shovel
- Nails, hammer, axe, pliers and screwdriver
- Multi-purpose knife
- Emergency whistle
- Emergency survival book
- OK/HELP signs to post in home or vehicle windows (download: [http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/preparedbc/help-ok\\_sign.pdf](http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/preparedbc/help-ok_sign.pdf))
- Tent and related supplies or waterproof tarp
- Newspaper for emergency toilet (see page 27)
- Cell phone plug-in and battery chargers, and spare batteries

# Get Supplies (cont.)

## Grab & Go Kit

Prepare an emergency kit you can easily take with you if your household is evacuated.

- Make sure your kit is easy to transport. Keep it in a backpack, duffle bag or wheeled suitcase.
- Keep your kit in an easy-to-reach, accessible place (such as your front hall closet) and make sure everyone in the household knows where it is located.
- If your kit is heavy, separate the supplies into separate backpacks. That way, your kit will be more portable and each person can personalize his or her own kit.

## BASIC SUPPLIES

- Water – at least two litres per person per day. Include small bottles that can be carried easily in case of evacuation
- Food that won't spoil, such as canned food, energy bars and dried foods (replace water and food once a year)
- Manual can opener
- Crank or battery-powered flashlight
- Crank or battery-powered radio
- Batteries (replace batteries once a year and store in separate bag)
- First aid kit
- Extra keys to your car and house
- Cash in small bills (e.g. \$10), change for payphones, phone credit card
- Copy of your emergency plan and contact information
- Copies of identification and pictures of each family member to help locate those who are missing/lost
- If applicable:
  - Prescription medication and glasses
  - Infant formula and supplies
  - Equipment for people with disabilities
  - Pet food, water and medication

## ADDITIONAL RECOMMENDED ITEMS

- Two additional litres of water per person per day for cooking and cleaning
- Change of clothing and footwear
- Sleeping bag, warm blanket or survival bag
- Emergency blanket and poncho
- Toiletries (toothbrush/paste, facecloth, deodorant, mirror, comb, soap, shampoo etc.)
- Feminine hygiene supplies
- Quick-dry towel or cloth
- Hand sanitizer or sterile towelettes
- Household bleach or water purifying tablets
- Candles or tealights and matches or lighter (place lit candles in deep, sturdy containers)
- 12-hour light sticks
- Cell phone plug-in and battery chargers, and spare batteries
- Utensils, plate and cup
- Pad and pencil
- Large garbage bags
- Ziplock bags (various sizes)
- Toilet paper
- Basic tools (hammer, pliers, wrench, screwdrivers) or multi-tool
- Multi-purpose knife
- Sportsman's saw
- Work gloves
- Dust mask and goggles
- Emergency whistle
- Duct tape
- String
- Toys, books, games or cards
- Favourite picture of loved ones

# Get Supplies (*cont.*)

## Emergency Vehicle Kit

Because disasters can happen any time and anywhere, you may not be able to return to your home immediately.

It is important that you have enough supplies in your vehicle to sustain you for at least 72 hours in case roads are blocked or bridges are destroyed.

### PERSONAL SUPPLIES

- Sturdy backpack to store items
- Essential medications
- Bottled water (three-day supply, 2 litres/day)
- Food that won't spoil, e.g. energy bars, nuts, granola, dried fruit
- Cash in small bills, coins and phone credit cards
- Copy of contact numbers and addresses
- Crank or battery-powered flashlight (replace batteries once a year)
- Crank or battery-powered radio (replace batteries once a year)
- Travel-sized toiletries (toothbrush/paste etc.)
- Feminine hygiene supplies
- Toilet paper and newspaper
- Hand sanitizer
- Extra clothing, socks and sturdy walking shoes
- Emergency blanket or sleeping bag
- Quick-dry towel or cloth
- Candle/tealight in a deep can, matches or lighter
- First aid kit with seatbelt cutter
- Multi-purpose knife
- 12-hour light sticks
- Dust masks and hard hat
- Work gloves
- Local maps and a compass
- Emergency whistle
- Reading material or cards
- Picture of loved ones to help locate those who are missing/lost



Keep your car in good repair and your gas tank at least half full at all times, especially in the winter.

### SUPPLIES FOR YOUR VEHICLE

- Cell phone charger
- Antifreeze
- Windshield washer fluid
- Methyl hydrate to de-ice fuel line and windshield
- Road maps
- Sand, salt or non-clumping kitty litter
- Tow rope and jumper cables
- Fire extinguisher
- Ice scraper and brush
- Tools
- Shovel
- Axe/hatchet
- Warning lights and flares

# Get Supplies (*cont.*)

## Pet Emergency Kit

- Portable kennel or cage (which can be used to store supplies)
- Food (two-week supply – if canned, include a manual can opener)
- Water (two-week supply – 30ml per kilogram of pet weight per day)
- Food and water dishes
- Pet toys and treats
- Pet health and vaccination records

Make sure your pet has a current tattoo or identification tag in case they are outside or get lost during or after an emergency.

- Plastic bags to collect and dispose of waste
- Collar, chain, leash or harness
- Extra identification tags
- Blanket

## Workplace Emergency Kit

You could be at work when disaster strikes. Be prepared to turn your workplace into a temporary shelter – don't presume your employer has this responsibility.

- Sturdy backpack to store items
- Essential medications
- Bottled water (three-day supply, 2 litres/day)
- Food that won't spoil, e.g. energy bars, nuts, granola, dried fruit
- Cash in small bills, coins and phone credit cards
- Copy of contact numbers and addresses
- Crank or battery-powered flashlight (replace batteries once a year)
- Crank or battery-powered radio (replace batteries once a year)
- Cell phone plug-in and battery chargers and spare batteries
- Travel-sized toiletries (toothbrush/paste etc.)
- Feminine hygiene supplies
- Toilet paper and newspaper
- Hand sanitizer
- Extra clothing, socks and sturdy walking shoes
- Emergency blanket or sleeping bag
- Quick-dry towel or cloth
- Candle/tealight in a deep can, matches or lighter
- First aid kit
- Multi-purpose knife
- Dust mask and hard hat
- Work gloves
- Local maps and a compass
- Emergency whistle
- Reading material or cards
- Picture of loved ones to help locate those who are missing/lost

# What to Do in an Emergency

Earthquakes and other major disasters are frightening to experience and can cause injury and death. Make sure you and all household members know what to do and expect while a disaster occurs.

## Earthquakes

Sound usually precedes any ground movement by a split second. This is followed by shaking that can last from several seconds to several minutes. Over the following hours or days, aftershocks may occur.



### In your home, workplace or other building

- Stay inside – do not run for the exits or outdoors.
- Duck, cover and hold on – take cover under sturdy furniture or at an inside supporting wall or archway.
- Stay away from glass windows and heavy mirrors.
- Wait for 60 seconds after the shaking has stopped before leaving your position.
- Don't ignite candles, matches or lighters.
- Stay clear of falling debris.

### In a high-rise building

- Follow the steps above.
- Do not rush for the exits and do not use the elevator to leave the building.
- Do not panic.

### In shopping malls or other public places

- Try to take cover where you won't be trampled.
- Avoid windows, skylights and display shelves with heavy objects.
- Do not run for the exits or use the elevator. Seek assistance from staff to leave the building.

### Outdoors

- Take cover under anything sturdy, such as a picnic table or bus bench, and hold on until the shaking stops.
- Stay clear of tall buildings, brick walls, street lamps, overhead signs, hydro lines or other objects that may fall on you.
- If possible, duck into a doorway to avoid falling bricks, glass and other debris.
- If you're at the bottom of a hill, watch for landslides or falling boulders.

### Power Lines

Never assume power lines are dead. People, metal and damp objects are conductors. Stay back to avoid electric shock. See page 20 for information about fallen power lines.

# What to Do in an Emergency (*cont.*)

## In a vehicle

- Stay in the vehicle with your seatbelt fastened until all shaking stops. The vehicle's roof can protect you from falling debris.
- If a power line falls on the car, do not get out unless absolutely necessary. See page 20 for additional information about fallen power lines.
- If you leave your vehicle after the quake, put a note on the window giving your name, condition and where you have gone.

## On a bus or train

- Stay in your seat until the bus or train has stopped.
- Protect your head with whatever is available, such as a book or pillow.
- Follow the instructions of the driver and remain calm.

## On a boat or ferry

- Listen to the crew for direction.
- Being on the water or in an airplane is safer than being on land during an earthquake.

## Seniors or people with disabilities

- If you are able, move to a safe place in the room you are in.
- If you are unable to move quickly and safely, stay where you are and cover your head with whatever is available, such as pillows, blankets or magazines.
- If in a wheelchair, move to an archway or interior wall, if they are close. Lock the wheels and cover your head and neck with your hands.

## AFTER AN EARTHQUAKE

- Don't try to go home right after a major earthquake. Stay where you are until it is safe to leave and then go to your reunion site.
- If you're in a coastal area and experience a large earthquake with shaking that lasts a minute or more, move immediately to higher ground as a tsunami may be approaching.
- Check the building for damage, gas leaks and fires.
- Be prepared to help others.
- Hang up all phones that have been shaken off the hook.
- Stay off your phone, cell phone and the internet unless there is a life at stake.
- Listen to CBC AM 690 or a local radio or TV station for more information and follow all instructions. Information may also be posted at [www.surrey.ca](http://www.surrey.ca) or the City's Facebook and Twitter pages.



# What to Do in an Emergency (*cont.*)

## Floods

Flooding can be caused by several events. Heavy rains alone or mixed with spring's melting snow can create excessive runoff on rivers and lakes. Ice jams can also cause flooding when water upstream is blocked by ice downstream. On the coast, flooding can occur when seasonally high tides are amplified by a severe storm or tsunami.



### WHEN THERE IS AN IMMEDIATE THREAT OF FLOODING

#### Electrical service

- Shut off power to premises.
- If the main switch is in an area that is already wet, stand on a dry board and use a dry stick to turn switch off.
- Do not attempt to turn off power if the room is already flooded.

#### Electrical appliances

- Disconnect all electrical appliances, and if possible, move them to a higher level. Thermally insulated appliances such as freezers, refrigerators and ranges should be given priority.
- Any appliances that cannot be moved should have motors, pumps, fans etc. removed to higher levels.

#### Gas or oil furnaces and appliances

- Oil or water tanks will float if not full. Fill if possible, then plug vent holes. If unable to fill, weigh down with sandbags or wedge against a solid object.
- Propane gas tanks will float whether full or empty. Turn off valve, disconnect tubing and plug the hole. Tie a chain or cable around the tank to anchor it and prevent it from floating away.

#### Plumbing fixtures and water supplies

- Turn off water supply.
- Plug all basement sewage connections, e.g. toilet, sinks, showers etc., with a wooden plug or other device. The plug should be held in place with a weight or wood brace to the joist above.

#### Other precautions

- Pesticides, weed killers, fertilizers and other articles that may cause pollution should be moved to higher levels.
- To relieve overloading the sewer system, disconnect any downspouts draining to them.
- Move or remove all furniture and personal effects that could be damaged by flooding or that may float and cause damage.

# What to Do in an Emergency (*cont.*)

## Sandbagging

- If constructing a sandbag dike, build it on high ground close to your home or building. This ensures fewer sandbags will be needed and the dike will be less exposed to nearby streams.
- Dig a trench one bag in depth and two bags wide as a foundation for the dike structure.
- To be effective, a dike must be three times as wide at its base as it is high.

## WHEN FLOODING OCCURS

If rising waters become a threat to your safety, obey all officials who are involved in rescue or flood control operations, including those directing traffic, as water can be deeper than it appears.

It only takes two feet (60 cm) of moving water to sweep a car away, and as little as six inches (15 cm) to cause you to fall.

## Outdoors

- Climb to high ground and stay there.
- Avoid walking through any floodwaters.

## In a vehicle

- Take extra care when driving. Familiar roads will appear drastically different when covered by floodwaters.
- Be on the lookout for damaged bridges, slides and washouts, and especially downed power lines.
- If you come to a flooded area, choose an alternate route.
- If your car stalls, abandon it immediately and climb to higher ground.

## In your home (as much as time allows)

- Be sure you know where your emergency supply kit is.
- Follow your family emergency plan.
- Ensure each member of the family has warm clothing and waterproof footwear and outerwear.
- If you need to use a different meeting place than agreed on in your emergency plan because of flooding, make sure every member of the household knows where the new location is. Provide younger children with a note sealed in plastic stating the family's destination.
- Turn off power and unplug all appliances.

# What to Do in an Emergency (*cont.*)

## Severe Storms

Staying indoors during a severe storm is generally your safest option. If you are outdoors, take shelter wherever you can find it. Learn the meanings of weather terminology and listen to the weather reports each day.

Pay particular attention to forecasts if you have to drive during poor weather conditions. If there is a severe storm warning, it is better not to travel until it is over.



## WHEN CAUGHT OUTSIDE IN SEVERE WEATHER

### Thunderstorm

- Take shelter in a building or depressed area such as a ditch or culvert.
- Don't go near trees, especially those standing alone.
- If swimming or in a boat, get to shore as quickly as possible.

### Lightning storm

#### Inside:

- Stay inside away from windows, doors, fireplaces, radiators, stoves, metal pipes, sinks or anything else that could conduct an electrical charge.
- Unplug all TVs, radios, coffee pots and other electrical appliances.
- Don't use the phone or other electrical equipment.

#### Outside:

- Seek shelter in a building, cave or any depressed area.
- If there is no shelter, crouch down with your feet close together and your head down.
- Don't lie flat – you want to minimize your contact with the ground to reduce the risk of being electrocuted by a ground charge.
- Keep away from pay phones, power lines, fences, trees and hilltops.
- Get off bicycles, motorcycles, tractors or other equipment.
- If you are in a vehicle, pull over and stop away from trees or power lines, and stay in your vehicle.

# What to Do in an Emergency (*cont.*)

## Hailstorm

- Take cover in a building or under something solid when hail begins to fall.
- Do not go out to cover plants, cars or garden furniture or to rescue animals. Although no one in Canada has ever been killed by hail, people have been seriously injured by it.

## Severe rainstorm

- Take shelter on higher ground in case of flash flooding.
- If in a vehicle, pull over and stay inside.

## Blizzard or snowstorm

- Take shelter wherever you can. Visibility can be virtually zero and you may easily lose your way.
- If you must travel, do so during the day and let someone know your route and expected arrival time.
- If caught in a vehicle:
  - Pull off the highway and put your hazard lights on.
  - Hang a distress flag from the radio antenna and set out warning lights or flares.
  - Switch on your dome light rather than headlights.
  - Run the engine and heater about 10 minutes each hour to keep warm. While the engine is running, open the window slightly and keep the exhaust pipe free of snow.
  - To maintain body heat, exercise your limbs, hands and feet, huddle with passengers and wear a hat.
  - Take turns sleeping.
  - If stranded in a remote rural or wilderness area, spread a large cloth over the snow to attract attention of rescue personnel. Place the cloth over the top of your car with the edges locked in the windows if windy.

# What to Do in an Emergency (*cont.*)

## Power Outages

Outages may be caused by fallen trees or branches, accumulations of ice or equipment failures. Regardless of the cause, follow these steps when the power goes out.



- Look out your window and see if other homes have lights on. If they do, check your fuse box or circuit breaker panel to see if a switch is blown. If other homes also have no power, listen to your portable radio for information. If you have internet service and a mobile device, you can check [www.bchydro.com](http://www.bchydro.com) for power outage information.
- From your home, scan the neighbourhood to look for trouble indicators, such as flashes of light or downed wires. Do not go to these areas. Instead, report them to BC Hydro at 1-888-POWERON (1-888-769-3766) or \*HYDRO (\*49376) on a cell phone.
- Turn off the breaker on large appliances such as ranges and dryers, but make sure they are already off before you do so, or remove any fuses.
- Leave your refrigerator and freezer on, and keep the doors closed as much as possible.
- Turn down thermostats and unplug electrical heaters and appliances to reduce the initial demand when the power is restored. Also unplug sensitive equipment such as computers, microwaves etc. against possible surges.
- Keep doors, windows and drapes closed, and close off extra rooms so heat is concentrated in one area.
- Conserve water in case electrical pumps from wells or pumping stations are out of power.
- Turn off all lights except one to alert you when the power has been restored.
- In very cold weather, the temperature of a house will drop about 1C per hour. If the power is out for a long time and you have no way to safely keep warm, leave rather than risk getting hypothermia.
- If you leave your home, double check to make sure all heat-producing appliances are unplugged.
- **Never** use propane or gas-powered barbecues, heaters or portable generators indoors. These units must be exhausted to the outside.

## FALLEN POWER LINES

Any fallen power line may still be alive. Stay away!

- Don't try to free someone in contact with the line – call 911 instead.
- Stay clear of anything that is or may be in contact with the line, like a fence or tree.
- If you find yourself within 33 feet (10 metres) of fallen power lines, stay put if possible and wait for emergency crews to arrive. If you must move away for safety reasons, slowly shuffle away by sliding your feet along the ground, **always keeping both soles in contact with the ground.**
- If you are in a vehicle, stay inside until help arrives. If you must leave the vehicle (e.g. because it's on fire), jump out of it with both feet together, making sure no part of your body is touching the vehicle when you hit the ground, then shuffle away as described above. This technique is difficult and dangerous, so only advised during life-threatening situations.

# What to Do in an Emergency (*cont.*)

## Hazardous Materials Spills

Hazardous material spills are a serious safety threat. Use safety precautions whenever handling dangerous items, and be sure to carefully store your chemicals.

Factories, chemical plants, pulp and paper mills, agricultural operations and transporters of dangerous goods represent some of the hazards outside your home.



Stay informed about the dangers around you:

- Contact Surrey Fire Service to learn where reportable quantities of hazardous substances are stored and used.
- Determine how close you are to freeways, railroads or factories that produce or transport toxic materials.
- Have materials available to seal off your home from airborne contamination.

Well weather-stripped doors and windows can slow the movement of air into buildings.

### WHEN A SPILL OCCURS

- If you are caught outside, stay upstream, uphill or upwind.
- If you are in a car, close windows and shut off ventilation. Unless the hazardous material is flammable, stay inside until you receive instructions to leave.
- It is imperative that you stay indoors if you see a cloud, vapour or smoke from a hazardous material outdoors or can smell it while inside. If you are inside:
  - Close all outside windows and doors, and every door inside the building.
  - Do not use kitchen vents or bathroom vents.
  - Do not use fireplaces and close all dampers.
  - Set thermostat so air conditioners and gas furnaces and water heaters will not come on.
  - Do not operate clothes dryer.
  - Shelter in an inside room away from windows and doors if possible.
  - If an explosion is imminent, close drapes, curtains and shades.
  - Reduce or avoid smoking as it contaminates the air.
  - Do not use the telephone unless necessary to avoid tying up the phone lines.
  - Pay attention to local radio or TV stations for further information and follow all instructions.
  - If you suspect gas or vapour contamination, take shallow breaths through a cloth or towel.
  - Avoid contact with spilled liquid materials, airborne mist or condensed solid chemical deposits. If medical help is not immediately available and you suspect contamination, remove all clothing and shower thoroughly.
  - Place exposed clothing and shoes in a tightly sealed container. Get directions for proper disposal from the fire department or by calling 911. Emergency officials can also refer you to authorities on how to clean up your land and property.
  - Do not leave the building until told to. If you must evacuate, shut vents and turn off attic fans and other ventilation systems if there is time.

# After an Emergency

Steps to follow after a major emergency:

- Follow your emergency plan.
- Get your emergency kit.
- Place a Help or OK sign in your front window to alert responders of your condition (download link on page 9, Additional Necessary Items).
- Make sure you are safe before assisting others.
- Listen to CBC AM 690 or any local radio/TV station, or visit [www.surrey.ca](http://www.surrey.ca) for updates.
- Stay put until it is safe or evacuation is ordered.

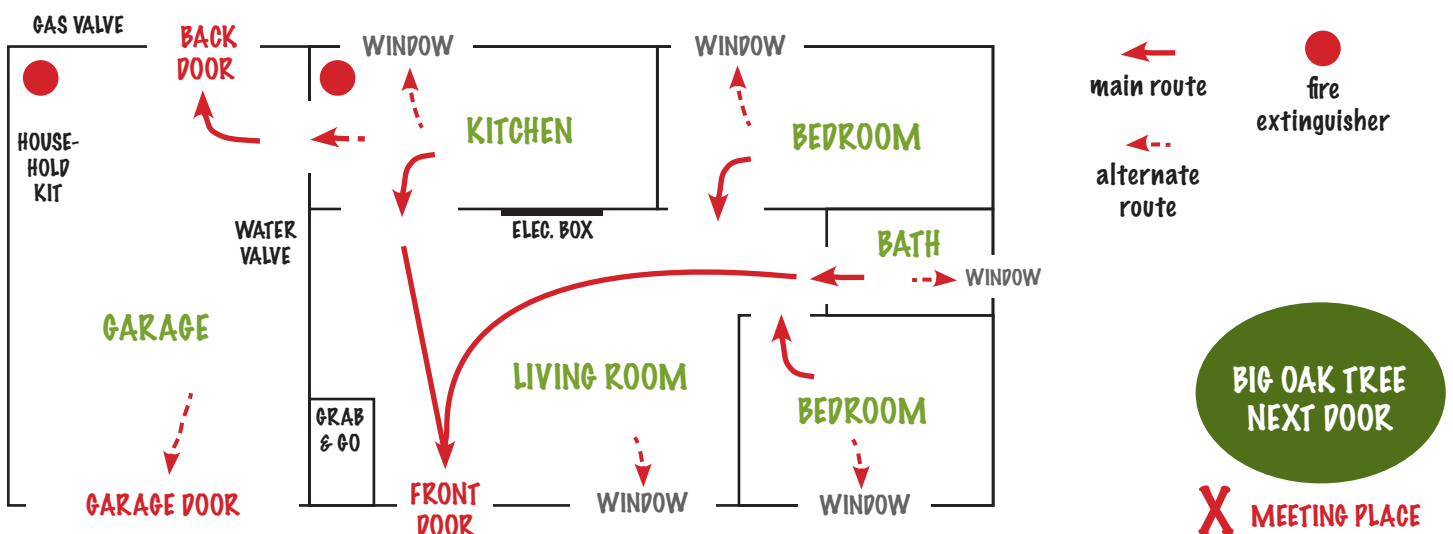
## Household Emergency Plan

Develop an emergency plan to help you and your family know what to do after an emergency or if you need to evacuate your home or neighbourhood. It will take you about 20 minutes to prepare your plan.

- Assign specific tasks to family members, e.g. gathering pets, collecting the supplies, providing first aid, etc.
- List the most important items to be taken with you and only those that can be hand carried.
- Mark the date you prepared your plan and update it as changes occur.
- Keep your plan in a place that's easy to find and to remember (e.g. with your emergency kit) as well as other locations such as your car, work and on your computer.
- Make sure everyone in the household knows about the plan. Practice it with everyone at least once a year.

### ESCAPE ROUTES

- Draw a floor plan of your home showing main and alternate exits from each room, as well as locations of extinguishers, water and gas valves, electrical box, emergency supplies, and an outdoor meeting place.
- If you live in an apartment, plan to use the stairs rather than the elevators. If you would be unable to use the stairs, notify Surrey Fire Service ahead of time so that the information is put on file.
- Also make note of escape route options from your neighbourhood.



# After an Emergency (*cont.*)

## MEETING PLACES

Identify a safe place near the home (e.g. at a neighbour's) and away from the home (e.g. at a relative's home, local school or church) where everyone should meet if they have to leave during an emergency.

The meeting place near your home should be on the same side of the street as your home, so you don't need to cross the street into traffic or in front of emergency vehicles.

## EMERGENCY CONTACT INFORMATION

Create the following emergency contact list. Leave a copy close to your telephone and in your emergency kits at home, work and vehicle. Make sure everyone has a copy in their wallet or programmed into their cell phone.

### Local emergency numbers

- Fire, police, ambulance: 911
- Poison control

### Family contacts

Include information for all household members other and relatives.

- Name
- Phone numbers: home, work, cell
- Email address
- Home address

### Friend/neighbour contacts

- Name
- Phone numbers: home, work, cell
- Email address
- Home address

### Work/school/child care contacts

- Employer name, address and phone numbers
- School name, address and phone numbers
- Daycare or child care provider name, address and phone numbers
- Designated person for pickup of children from school or daycare – name, address and phone numbers

See Appendix A on page 34 for contact numbers for emergency responders, utilities and other services.

### Out-of-town contact(s)

Plan for each family member to contact the same out-of-town contact person in the event of an emergency. Everyone should call this person, tell them where they are and how they are doing, and arrange a future check-in time.

Choose a contact who lives far enough away (e.g. out of province) that he or she will probably not be affected by the same event. Choose someone with voicemail or an answering machine, and who lives in a long-distance area since long-distance service is often easier to obtain after a disaster.

If you are new to Canada or don't have an out-of-town contact person, make arrangements through friends, cultural associations or community organizations.

- Name
- Phone numbers: home, work, cell
- Email address
- Home address



# After an Emergency (*cont.*)

## IMPORTANT DOCUMENTS AND RECORDS

When disaster strikes, you may need to access important contact numbers and household documents.

Keep copies in two secure locations, such as a safety deposit box, fireproof safe or watertight bags in the freezer.

You could also exchange documents with others you trust or upload to a secure location on the internet (e.g. secure cloud storage).

Gather copies of information such as:

- House insurance policies, photos/receipts to assist with claims, and contact information
- Life insurance or other policies and contact information
- Deeds
- Wills
- Tax records
- Birth certificates
- Health records and personal medical information such as prescriptions (medication and eye), allergies and special needs
- Social insurance numbers
- Passport numbers
- Bank/financial account numbers
- Vehicle make, plate number and identification number
- Utility companies: gas, hydro, internet, telephone
- Lawyer contact information
- Doctor, dentist and other medical service provider contact information
- Landlord contact information
- Security alarm company contact information

Make sure you have adequate insurance for earthquake, flood and other hazards.

## Children

- Ask your children's school or daycare about their emergency policies. Find out how they communicate with families during an emergency.
- Designate a trusted friend or family member to pick up your child from school or daycare if you can't pick them up yourself. Find out what type of authorization the school or daycare requires to release your children to the designated person.
- Make sure the school or daycare has updated contact information for parents, caregivers and designated persons.
- Teach children to dial 911, your numbers and the out-of-town emergency contact.

# After an Emergency (*cont.*)

## People with Special Needs

- Establish a personal support network of friends, relatives, health care providers, coworkers and neighbours who understand your special needs.
- Write down details about medical conditions, allergies, surgeries, family medical history, medications, health screenings, recent vaccinations, emergency contacts and insurance information.
- Talk to your doctor about preparing a grab & go bag with a two-week supply of medications and medical supplies, if possible. Include prescriptions and medical documents. Remember that pharmacies may be closed for some time after an emergency is over.
- Go to <http://www.getprepared.gc.ca/index-en.aspx> to download Public Safety Canada's Emergency Preparedness Guide for People with Disabilities/Special Needs.

## Pets

- Remember that pets are not allowed in some public shelters or hotels. Plan to take your pets with you to a relative or friend's home, or identify "pet-friendly" hotels or pet boarding facilities in advance, both in your immediate area and further away.
- If you must leave your pet, leave them confined to one room with plenty of water and dry food.

## Livestock

- Go to <http://www.getprepared.gc.ca/cnt/rsrscs/pblctns/frm-nmls/index-en.aspx> to view information on emergency preparedness for farm animals.

## Staying Informed

- Monitor CBC AM 690 and local TV stations for updates and instructions.
- Information will also be posted at [www.surrey.ca](http://www.surrey.ca) and on the City's Facebook and Twitter pages.
- If evacuation is required, emergency personnel may alert residents using a variety of methods, including going door-to-door or in a patrol car or fire vehicle using a PA system, the media (radio, TV, internet), social media (Twitter, Facebook) and [www.surrey.ca](http://www.surrey.ca).

# After an Emergency (cont.)

## Sources of Water

- Hot water heater – It is easier to drain water from the heater if a hot water faucet is turned on somewhere in the house. You must shut off the gas or electricity before emptying the heater, and turn it back on only after the water heater has been totally refilled.
- Flush tank of toilet – Purify this water first before using it. However, do not use this water for drinking if you use any commercial cleaning treatments in your tank.
- Existing water in plumbing – After shutting off the main water valve, open a faucet on the top floor and catch the water as it drains from an open faucet on the lowest level.

**Do not** use water from your jacuzzi, swimming pool or waterbed except for hygienic purposes. Chemicals in the water make it unsafe to drink.

Pipes that bring water into your home can easily be broken or cracked, which might allow the water to become polluted. It is better to use the water supply in your emergency kit, or purify it before use following the instructions below.

## WATER PURIFICATION TECHNIQUES

- Wash containers with soapy water, then fill with a 10% bleach solution.
- After five minutes, empty the container and let air dry. The same bleach solution can be used to sterilize all the containers you are using.
- Strain any sediment or particles from the water you are purifying by pouring it through several layers of paper towels, cheesecloth or coffee filters.
- Use **one** of the following purification methods:
  - Boil the water for seven to 10 minutes.
  - Water purification tablets can be purchased at drug stores. Follow the directions carefully.
  - Add liquid household bleach in the quantity shown below, then shake the container of bleach and water to mix thoroughly before letting it stand for 30 minutes before using. There should be a faint chlorine smell after treating. If there isn't, add the same amount of bleach again and let it stand for 15 minutes.  
**Important:** Only use bleach that contains 5.25% sodium hypochloride. Do not use scented bleaches, coloursafe bleaches or bleaches with added cleaners. Also do not use granular forms of bleach, as they are poisonous.

Water quantity	If water is clear	If water is cloudy
1 litre (1 quart)	2 drops bleach	4 drops bleach
4 litres (1 gallon)	8 drops bleach	16 drops bleach
20 litres (21 qt)	2.5ml (1.5 tsp) bleach	5 ml (1 tsp) bleach

If no drinking water is available, liquids may be obtained from canned fruits, vegetables and soft drinks.

# After an Emergency (*cont.*)

## Sanitation

In a disaster situation, the usual methods of removing garbage and human waste may not be available. Improper disposal of waste can lead to secondary problems such as the spread of disease.

Wash hands with soap and water after handling human waste or garbage. If no water is available, clean them as thoroughly as possible with hand sanitizer or a moist towelette.

### HUMAN WASTE

- If damage exists only in the water lines but not the sewer lines, you can still use the toilet. Turn off the main water valve and use water from a pool, jacuzzi or other available source (don't waste drinking water). Pour water directly into the bowl – this will flush the waste down.
- Do not flush toilets if damage is suspected in the sewer lines. Make an emergency toilet by removing water from the toilet, lining it with two sturdy place bags, then adding absorbent material such as kitty litter or shredded newspaper. (A bucket with a tight-fitting lid or trash can also be used instead of a toilet.) Use toilet paper sparingly and put it in the same bag. Sprinkle disinfectant directly onto the feces (do not use bleach as it is caustic). Always keep the lid down when not in use.
- Use a bucket with a tight-fitting lid for containing urine; place toilet paper in the emergency toilet. The urine bucket can be emptied in an area that is not near a well, spring or other water supply and is not subject to flooding. It should be poured into a hole 18-24 inches (45-60 cm) deep and then filled in afterwards with dirt.
- Label used waste bags “human waste,” keep them away from human activity, and follow instructions from emergency personnel for disposal.

### HOUSEHOLD GARBAGE

Odour, insects and vermin can occur when garbage cannot be properly disposed of.

- Strain any left-over liquids from garbage and dispose of with urine.
- After straining, wrap solids in layers of newspaper and store in plastic garbage bags in a large garbage can with a tight-fitting lid.
- Keep in an area away from human activity and keep pets and animals from getting into the container.

# Be Ready to Evacuate

## Evacuation Guide

If a major emergency occurs, you'll need to be prepared to evacuate quickly and efficiently. Your house may not be habitable or safe after the disaster, or authorities may ask you to leave if they believe you are in danger.

- Collect your grab & go kit, essential medications, copies of prescriptions and important documents, and a cellular phone with you, if you have one.
- Ensure each member of the household has warm clothing and waterproof footwear and outer wear.
- Ensure each member of the household has identification, especially children. Nametags on their clothing, wallet cards or wristband are useful in case you get separated.
- If you need to use a different meeting place than agreed to in your emergency plan, make sure everyone in the house knows the new location. Provide younger children with a note sealed in plastic stating the destination.
- 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 you have time, leave a note on the door telling others when you left and where you are.
- Turn off and unplug all appliances, and shut off water and electricity if officials tell you to.
- Leave natural gas service on unless officials tell you to turn it off. If you turn off the gas, the gas company has to reconnect it. This could take weeks after a major emergency.
- Make arrangements for your pets.
- Lock your home.
- Follow the specified evacuation routes. Short cuts could take you to a blocked or dangerous area.
- Register with the local emergency reception centre when you leave home, even if you are not staying at the centre. Emergency responders need to know how to reach you to advise when it is safe to return.

## SENIORS AND PEOPLE WITH DISABILITIES

Special consideration needs to be given to those with special needs.

In an emergency, tell visually impaired individuals the nature of the emergency and guide them through any dangerous areas. Don't leave them alone until they are in a safe environment.

A person with a hearing impairment may not have heard any emergency warnings. Write out what is happening and tell them the evacuation procedure, such as: "There is a fire. Follow me to the rear door."

## Reception Centres

Surrey has six primary and six secondary designated evacuation/reception centres to support residents in the event of a disaster. The number of centres that open depends on the location and nature of the situation and any necessary evacuation measures.

- ▶ During an evacuation, City officials will inform the public of the location of the nearest reception centre. Information will also be broadcast on CBC AM 690 or other local radio/TV stations, and posted at [www.surrey.ca](http://www.surrey.ca) and on the City's Facebook and Twitter pages.

# Be Ready to Evacuate (*cont.*)

## Evacuation Alerts and Orders

The authority to order an evacuation can rest with different levels of government (local, provincial or federal). A standard three-stage evacuation process has been adopted by all levels of government and is described below.

### How will you know if there is an evacuation alert or order?

Various methods will be used to advise residents and businesses in the event that emergency messaging is needed, including an “evacuation alert” or an “evacuation order.”

Tools include going door-to-door (if applicable) or in a patrol car or fire vehicle using the PA system, alerting the media (radio, TV, internet), and social media (Twitter, Facebook and website).

### STAGE 1: EVACUATION ALERT

- Individuals are advised of the potential need to get ready for evacuation. The alert highlights the nature of the danger and that evacuation may be required at any time.
- Information will be provided on where to go if the evacuation is ordered.
- Whenever possible, emergency officials will provide as much notice as possible so people have time to get ready.

### STAGE 2: EVACUATION ORDER

- All persons in the affected area are ordered to leave the area immediately and provided again with the information required.
- In some instances there will not be time to alert the impacted individuals to get ready in advance and for safety an evacuation order will be immediately made.
- Listen carefully to the instructions being provided and act quickly.
- Emergency officials may provide you with a specific evacuation route.

### STAGE 3: EVACUATION RESCIND

- All persons in the affected area are advised that the emergency is under control, the area has been declared habitable and safe, and the evacuation order has been rescinded.

# How to Shelter-in-Place

## Shelter-in-Place Guide

If hazardous materials have been released into the air, officials may order you to shelter-in-place. Incidents that may trigger such an order could include an explosion at a chemical plant, a railway accident that involved trains carrying hazardous substances, or a volcanic or nuclear explosion.

Being ordered to shelter-in-place is not the same as being ordered to go to a shelter in case of a storm. Instead, it means staying inside and taking refuge in a small interior room with no or few windows until you are alerted that it is safe to leave. In most cases, a shelter-in-place order will be in effect for a few hours, not days or weeks.

Emergency personnel will provide you with instructions on what to do. Information will also be broadcast on CBC AM 690 or other local radio/TV stations, and posted at [www.surrey.ca](http://www.surrey.ca) and on the City's Facebook and Twitter pages.

**For your safety, it is imperative that you stay indoors when a shelter-in-place order is given, especially if you see a cloud, vapour or smoke outdoors.**

Shelter-in-place orders are usually in effect for a few hours – not for days or weeks.

There is little danger the room in which you are taking shelter will run out of oxygen or you will suffocate.

## AT HOME

- Close and lock all exterior doors, windows and openings.
- If you are told there is a danger of explosion, close the window shades, blinds or curtains.
- Turn off all fans, heating and air conditioning systems. If this is not possible, set thermostats so all air conditioners, furnaces and hot water heaters will not come on.
- Close the fireplace damper.
- Collect your emergency supplies, including duct tape and plastic sheeting or garbage bags, and make sure the radio is working.
- Gather everyone in the household in an interior room:
  - With no or few windows.
  - With enough space for everyone to sit.
  - That is above ground level (in the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air and may seep into basements, even if windows are closed.)
  - With a hard-wired telephone, as cellular networks may be overwhelmed or damaged in an emergency.
- Bring your pets with you, along with additional food and water supplies for them.
- Seal all cracks around doors, vents, windows etc. with duct tape and plastic (heavier than food wrap).
- Call your emergency contact and have a phone available if you need to report a life-threatening condition.
- Keep listening to your radio or television until you are told all is safe, or you are ordered to evacuate. Local officials may call for evacuation in specific areas that are at greatest risk.

# How to Shelter-in-Place (*cont.*)

## AT WORK, SCHOOL OR ANOTHER BUILDING

- Close the business, school or building.
- If the site has an emergency plan, activate it and follow reverse evacuation procedures to bring everyone indoors.
- Ask everyone in the building, including visitors, to stay on the premises. When authorities provide direction to shelter-in-place, they want everyone to take those steps now, wherever they are, and not drive or walk outdoors.
- Collect any emergency kits or supplies in the building, including duct tape and plastic sheeting or garbage bags. Make sure you have a working radio.
- Select an interior room where everyone will take shelter. This could include a gymnasium with no exterior windows, large storage closet, utility room, meeting room or office. Choose rooms:
  - With enough space for everyone to sit (select several rooms if necessary to avoid overcrowding).
  - With no or as few windows and vents as possible.
  - That are above ground level (in the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air and may seep into basements, even if windows are closed.)
  - With a hard-wired telephone, as cellular networks may be overwhelmed or damaged in an emergency.
- If there is a building-wide PA system, use it to direct people to stay on the premises and to gather in the designated shelter locations. Otherwise, designate individuals to do this verbally.
- Have people familiar with the building's mechanical systems turn off, seal or disable all fans, heating and air conditioning systems. Pay particular attention to systems that automatically exchange interior and exterior air.
- Turn on call-forwarding or voicemail. If possible, change recordings to indicate that the business, school or building is closed and that everyone is remaining in the building until authorities advise that it is safe to leave.
- Bring everyone into the designated shelter area and shut and lock the door.
- Close any window shades, blinds or curtains.
- Seal all cracks around doors, vents, windows etc. with duct tape and plastic (heavier than food wrap).
- Write down the name of everyone in the room. If the business, school or building has an emergency contact, call the contact to report who is in the room.
- Ask everyone to call their emergency contact to let them know where they are and that they are safe.
- Keep listening to the radio or television until you are told all is safe, or you are ordered to evacuate. Local officials may call for evacuation in specific areas that are at greatest risk.

## IN YOUR VEHICLE

- If you are very close to home, your office or a public building, go there immediately and go inside, following the applicable shelter-in-place instructions.
- If you are unable to get to a home or building quickly and safely, stop in the safest place possible. If it is sunny outside, it is preferable to stop under a bridge or in a shady spot to avoid being overheated.
- Turn off the engine and collect any available emergency supplies.
- Close windows, doors and vents as tightly as possible. If possible, seal vents with duct tape.
- Keep listening to the radio until you are told all is safe or you receive further instructions. Be aware that some roads may be closed or traffic detoured. Follow the directions of law enforcement officials.



# Recovery

## Insurance

Contact your insurance agent or broker as soon as possible if any expenses have been incurred or if there is any insurable damage. The sooner you do this, the sooner your claim will get underway. Most policies cover the cost of shelter, food and clothing for the reasonable time needed to repair or rebuild your home back to policy limits.

## Mental Health

After a major disaster, it's normal to feel helpless, worried, angry or even apathetic. You may want to be strong for others but emotional fallout is common. In the long run, you are better off sharing your distress with another supportive adult. To aid your recovery:

- Rest often, eat well and get as much physical activity as possible
- Keep a manageable schedule, make a list and do one job at a time.
- Encourage your children to share their feelings and reassure them that they are safe.
- Watch for health problems and signs of stress in yourself and all family members.
- Take time off to do something you enjoy.
- Accept help when others are kind enough to offer.
- Share hugs liberally; the human touch is very healing.

## ADDRESSING YOUR CHILDREN'S NEEDS

Children are especially vulnerable to mental and emotional distress after a disaster. To aid their recovery:

- After ensuring their physical safety, focus on your children's emotional needs by encouraging them to express their feelings. Drawing pictures and telling stories is a good way to do this. Listen carefully as they share and explain what really happened. Be honest and tell them of any further dangers that may still exist, and that you will work it out together.
- As with adults, hugs are reassuring so give them liberally. Tell them things will be better again but don't lie.
- Include children in cleanup activities. Having a job to do refocuses their attention on something more positive and creates a more comforting, normal environment.
- It is common for children to revert to immature behaviour for a few days. Some normal reactions are irritability, anger, sadness, diarrhea, headache, nightmares, and loss of appetite. Rather than focusing on this behaviour, praise them for sharing their feelings and for helping around the house. However, if it persists for more than two weeks, seek professional advice.
- Be aware that for a time, aspects of the disaster may trigger their fears (such as seeing flames or smelling smoke if there was a fire). Talk through their fear and reassure them they are safe.
- Return to a normal schedule as soon as possible but relax the rules for a while.
- Try to spend a little extra time with them, especially at bedtime.
- Work with their teachers, childcare providers, babysitters and others who need to understand how the disaster has affected them.

# Next Steps

## Maintaining Your Plan

It's critical that you practice your plan and ensure the supplies in your kit remain usable.

- Practice your evacuation plan at least once a year with all members of the family.
- Review the contents of your kits every spring and fall, changing out batteries, replacing water and checking for expiry dates on foods, medications etc.
- Build on your emergency preparedness over time by taking courses and keeping first aid skills up to date.

## Neighbourhood Emergency Preparedness

Personal preparedness is the first step in Surrey's Neighbourhood Emergency Preparedness Program (NEPP).

Once you and your loved ones are prepared, the next step is to help your neighbourhood identify the skills and resources that would be useful in a disaster. NEPP teaches neighbours how to plan as a group to respond safely and effectively in organized teams during a disaster or major emergency. It's about neighbours helping neighbours.

To learn more, download the Neighbourhood Emergency Preparedness Toolkit from [www.surrey.ca/sep](http://www.surrey.ca/sep). To arrange a presentation, contact [surreyemergencyprogram@surrey.ca](mailto:surreyemergencyprogram@surrey.ca) or call 604-543-6795.

## Surrey Emergency Program

NEPP is a project of the Surrey Emergency Program (SEP), which works to ensure Surrey is ready in the event of an emergency. SEP's work includes:

- Educating and training staff, volunteers, community partners, residents and businesses to respond in the event of a disaster.
- Accumulating resources and developing plans to ensure a coordinated, effective response to major disasters and minimize the impact on the community.
- Conducting table-top and mock disaster exercises to test resources and response skills.
- Managing the Emergency Social Services (ESS) program that will provide short-term help, such as food and shelter, to those who have to leave their homes due to a disaster.

SEP offers presentations on emergency preparedness to neighbourhoods, businesses, groups, schools and organizations upon request. For more information, visit [www.surrey.ca/sep](http://www.surrey.ca/sep) or contact [surreyemergencyprogram@surrey.ca](mailto:surreyemergencyprogram@surrey.ca) or 604-543-6795.

Click the Volunteer Opportunities link at [www.surrey.ca/volunteer](http://www.surrey.ca/volunteer) to learn about volunteering with the Surrey Emergency Program.

# Emergency Contact Information

## Safety Services

**In case of police, fire or medical emergency, dial 9-1-1.**

### NON-EMERGENCY CONTACTS:

- Surrey RCMP: 604-599-0502
- Surrey Fire Services: 604-543-6700
- Surrey Search and Rescue: [info@surreysearchandrescue.com](mailto:info@surreysearchandrescue.com)

## Emergency Planning and Preparedness Information

For emergency planning and preparedness resources, contact the Surrey Emergency Program at 604-543-6795 or [surreyemergencyprogram@surrey.ca](mailto:surreyemergencyprogram@surrey.ca), or visit [www.surrey.ca/sep](http://www.surrey.ca/sep).

## Utilities



- Report a power outage: 1-888-POWERON (1-888-769-3766) or \*HYDRO (\*49376) on a cell phone.
- Electrical accidents, visit <https://www.bchydro.com/safetyoutages/safety/safety-in-emergencies/electrical-accidents.html>
- Utility safety during emergencies: <https://www.bchydro.com/safety-outages/safety/safety-in-emergencies/earthquakes-wildfires.html>
- Evacuation preparedness, visit <https://www.bchydro.com/safetyoutages/safety/safety-in-emergencies/evacuation-preparedness.html>



- Natural gas emergencies: 1-800-663-9911.
- Electrical emergencies or to report an outage, contact 1-866-436-7847.
- Natural gas safety during emergencies: <http://www.fortisbc.com/SAFETY/EMERGENCYPREPAREDNESS/>

## Communications



- Shaw customer service: 1-877-742-9249 (business) or 1-888-472-2222 (personal), or visit [www.shaw.ca](http://www.shaw.ca)



- TELUS customer service: 1-800-361-3311 (business) or 310-2255 (personal), or visit [www.telus.com](http://www.telus.com)



- Bell customer service: 1-800-667-0123 (mobility) or 1-888-333-2811 (internet & phone services), or visit [www.bell.ca](http://www.bell.ca)

# Emergency Contact Information (*cont.*)

## Municipal Services

### WATER & SEWER

If a break or leak occurs on private property, property owners are responsible for hiring a plumber to locate the source and carry out repairs.

If the leak is on public property or you notice a water/sewer main break, contact the Engineering Department at 604-591-4152 or after hours at 604-591-4431.

### ROADS

If you notice hazards on a local road, such as dangerous debris in the street or damaging potholes, contact the Engineering Department at 604-591-4152 or after hours at 604-591-4431.

## Highways

Highway hazards should be reported to the local maintenance company contracted by the Ministry of Transportation for that region.

- Lower Mainland (Surrey): Mainroad Lower Mainland Contracting, 604-271-0337
- Port Mann Highway 1 and Gateway Improvement Project - TransCanada Highway 1 between First Ave and 216th St., Mainroad Lower Mainland Contracting, 604-291-2271
- South Fraser Perimeter Road (Highway 17) Project - Highway 17 between Tsawwassen and 176th Street): Fraser Transportation Group, 1-855-824-1212

Go to <http://www.th.gov.bc.ca/popular-topics/maps/serviceareacontacts.htm> for more information on reporting highway problems.

## APPENDIX B

# Resources

The following are useful resources for more information on emergency preparedness.

### Canadian Red Cross

Emergency preparedness and first aid information and resources.

<http://www.redcross.ca/how-we-help/emergencies-and-disasters-in-canada/for-home-and-family>

### Emergency Management British Columbia (EMBC)

Emergency preparedness resources and information on a wide variety of hazards, with a focus on British Columbia.

<http://www.embc.gov.bc.ca/em/index.html>

### Public Safety Canada

Emergency preparedness resources, including information about specific hazards and targeted information for farmers, people with disabilities and special needs, and others.

<http://www.getprepared.gc.ca/index-en.aspx>

### Environment Canada Weather Office

Weather information and alerts.

<http://www.weatheroffice.ec.gc.ca>

### St. John Ambulance

First aid programs and products.

<http://www.sja.ca>

### Salvation Army

Emergency relief services and training.

<http://www.salvationarmy.ca/about/eds/>





MAYOR  
LINDA HEPNER

## City of Surrey Mayor and Council



COUNCILLOR  
TOM GILL



COUNCILLOR  
BRUCE HAYNE



COUNCILLOR  
VERA LeFRANC



COUNCILLOR  
MARY MARTIN



COUNCILLOR  
MIKE  
STARCHUK



COUNCILLOR  
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STEELE



COUNCILLOR  
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