

Household Emergency Action Plan in Plain Language

Calgary Emergency Management Agency

Emergencies can happen in Calgary.

An emergency could happen to you.

There are people to help you – like the police, firefighters and paramedics.

**“My husband says he is
having
pains in his chest.”**



**Phone
an ambulance
9-1-1.**

**“I think I see someone
breaking into the house
next door.”**



**Phone
the police
9-1-1.**

**“My child may have
swallowed poison
or pills.”**



**Phone the
Poison Control Centre
1-800-332-1414.**

An emergency that affects a lot of people is called a disaster.

You can be prepared for emergencies and disasters.

This guide will help you to get prepared.

Home Safety

There are things you can do to make your home safer. These things will help protect your family in case of a fire.

Smoke detectors



- Your home should have smoke detectors.
- By law, a landlord must have installed smoke detectors on every level of your home.
- Smoke detectors will warn you if there is a fire.
- Check often if your smoke detector is working.
- There is a test button on your smoke detector.
- Press it to make sure the detector is working.
- You should hear a loud noise from it.
- Replace the batteries twice a year.
- You can purchase smoke detectors at hardware or department stores.

Insurance



- It is very important to have insurance for your home and belongings.
- Insurance can help you if something happens to your home or belongings.
- Tenant insurance is less expensive than having to replace all your belongings.
- Without insurance you could lose everything and have to pay to replace your belongings yourself.

Fire extinguisher



- A fire extinguisher can put out a small fire in your home.
- Always phone 9-1-1 and tell them you have a fire, even if the fire is a small one.
- Keep a fire extinguisher on every floor of your home.
- Home fires start most often in the kitchen.
- Keep a fire extinguisher in the kitchen.
- Read the instructions on the extinguisher.

If you have to use an extinguisher, remember **PASS**:

P – Pull the pin.

A – Aim the nozzle at the bottom of the fire.

S – Squeeze the handles together.

S – Sweep from edge to edge of the fire.

- You can purchase a fire extinguisher at hardware stores.
- You can check if your fire extinguisher is good.
- There is a gauge on your fire extinguisher that will indicate if your extinguisher is good.
- Make sure everyone knows how to get out of the house in case of fire.

What do I need if there is a disaster?

In a major emergency, the police, firefighters and medical people are very busy.

They may not be able to help you right away, especially if many other people need help.

Plan to take care of yourself and your family for up to three days.

You can create a 72-hour emergency kit with the following supplies, which can help you take care of yourself and your family.

First Aid Kit

You can make your own kit or buy one.

Your First Aid kit should have:

- bandages / gauze pads
- adhesive tape
- antiseptic wipes
- antibiotic cream
- tweezers and scissors
- a thermometer
- gloves
- acetaminophen and ibuprofen (often called Tylenol™ and Advil™).



Important Documents

Important documents are copies of things like:

- your passport
- visas
- home insurance
- driver's licence
- credit cards
- birth certificate



Portable Radio

- Your radio can use batteries or be a wind-up kind.
- Make sure you have extra batteries if your radio uses them.



Food that lasts
(granola bars,
canned food,
dried fruit)



Water
(two litres
per person
per day)



Can opener
(not electric)



Medications
that you or
your family
members take



Flashlight



Blankets



Cash



Extra batteries

These are some disasters that can happen in Calgary.
You can protect yourself and your family in a disaster.



Sudden (flash) flooding

- Get to higher ground.
- Do not go near flooded areas.
- Do not go near manhole covers or drains.



Summer storms

- Summer storms can have strong winds, hail, lightning, heavy rain and tornadoes.
- Stay inside.
- Go to a basement or a room with no windows.
- Turn on a local radio or television station for instructions.



Winter storms

- Winter storms can have extreme cold, snow, wind and ice.
- If you must go outside, wear a warm coat, hat, gloves and boots.
- Take a bus or CTrain instead of driving your car.
- Listen to a local radio or television station for the weather forecast.



Influenza (the flu)/pandemic

- Influenza is a virus that makes you sick.
- A pandemic is when many people are sick.
- Stay home if you are ill.
- To prevent influenza, wash your hands often.
- Cover your coughs and sneezes with your elbow.



Sour gas or chemical release

- Dangerous gases may be in the air outside.
- Sometimes you can see the gas, and sometimes you cannot.
- Stay inside.
- Close the windows and doors.
- Turn off fans and the furnace.
- Listen to a local radio or television station for more information.

Gas:

- If you smell gas (smells like rotten eggs) inside a building, leave the building immediately.
- Call 9-1-1 or ATCO Gas from a cell phone or neighbour's phone.

ATCO Gas 24-hour emergency services:
403-245-7222 or 1-800-511-3447

Electricity:

- If you see a broken power line on the ground (downed power line), keep away at least 10 metres (30 feet).
- Call ENMAX at 403-514-6100 or dial 9-1-1 immediately.

Do not drive over a downed power line.

- If you are in a car touching a downed power line, do not get out of the car unless it is on fire. If you must get out because of fire, jump out of the car as far as you can.

Who should I phone in an emergency?

Ambulance, Police or Fire : **Phone 9-1-1**

Gas Emergency (ATCO Gas) : **Phone 403-245-7222**

Electrical Emergency (ENMAX) : **Phone 403-514-6100**

Where can I get more information on preparing for an emergency or disaster?

Calgary Emergency Management Agency : calgary.ca/cema | **Phone 3-1-1**

Emergency guides in English, French, Chinese, Vietnamese, Arabic, Hindi, Spanish and Punjabi

http://www.edmonton.ca/for_residents/emergency_services/community-emergency-preparedne.aspx

Calgary Fire Department : calgary.ca/fire

Government of Canada's Emergency Preparation : www.getprepared.gc.ca

Community & Social Services information : www.informalberta.ca | **Phone 2-1-1**

HEALTHLink Alberta : Health information from a nurse
Phone 1-866-408-5465 (LINK)

Canadian Red Cross : Emergency preparation & response
www.redcross.ca | **Phone 1-888-800-6493**

Alberta Emergency Alert

In a major emergency or disaster, a warning will go out through the Alberta Emergency Alert system.

This system will broadcast warnings on local television and radio stations.

Listen to the warning.

It will have instructions about what to do.

You can get warnings on social media, like Twitter, Facebook and RSS feed.

Sign up at :

www.emergencyalert.alberta.ca
to get updates.

Family Emergency Plan

- In an emergency it is important to know where your family members are.
- You should keep a list of phone numbers with you all the time.
- Choose a person as an emergency contact who everyone in your family can reach if you are separated in an emergency.

Family contact information

Member #1

Name _____

Work or school name _____

Address _____

Phone _____ Cell _____

Member #2

Name _____

Work or school name _____

Address _____

Phone _____ Cell _____

Member #3

Name _____

Work or school name _____

Address _____

Phone _____ Cell _____

Member #4

Name _____

Work or school name _____

Address _____

Phone _____ Cell _____

Member #5

Name _____

Work or school name _____

Address _____

Phone _____ Cell _____

Member #6

Name _____

Work or school name _____

Address _____

Phone _____ Cell _____

Emergency family contact

This is the person your family can contact if you are separated in an emergency.

Contact #1

Name _____

Work or school name _____

Address _____

Phone _____ Cell _____

Contact #2

Name _____

Work or school name _____

Address _____

Phone _____ Cell _____