



PERSONAL EMERGENCY PREPAREDNESS

When preparing for an emergency, plan on having enough supplies to get you and your family through at least the first 72 hours. After a major emergency, there's a good chance that traditional emergency response services will be too busy to take care of you and your family

You need to prepare your home and neighbourhood

This document is presented as a guide to help you get started

A. Five Steps to Preparedness

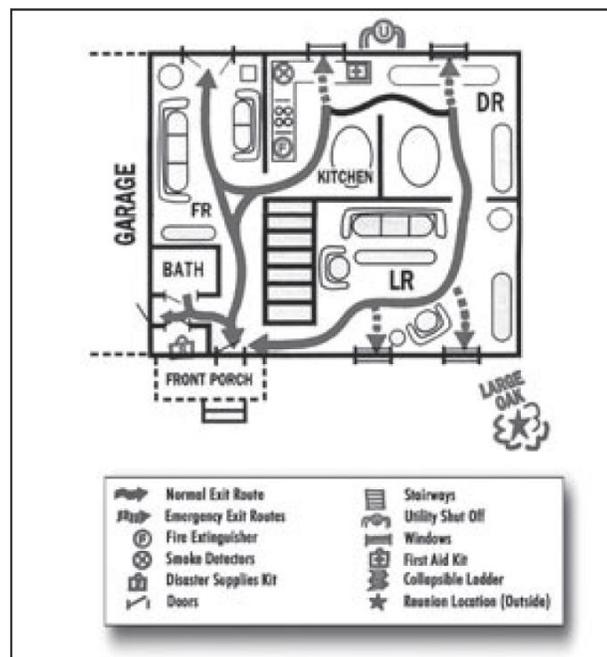
1. **Get Informed** Contact the Surrey Emergency Program (SEP) office at (604) 543-6795 to gather the information you will need to create a plan.
2. **Community Hazards** Ask about the specific hazards that threaten our community (e.g. wind and snow storms, flooding, earthquakes, hazardous spills and infectious disease outbreaks) and about your risk from those hazards. Additional hazard information can be obtained at the [City of Surrey](#) or the [Surrey Emergency Program](#) websites.
3. **Community Disaster Plans** Learn about our community response plans, evacuation plans, and designated emergency shelters. Ask about the emergency plans and procedures that exist in places you and your family spend time such as places of employment, schools, and child care centers. If you do not own a vehicle or drive, find out in advance what your community's plans are for evacuating those without private transportation. If you live here but work outside of the City of Surrey, examine emergency preparations in the municipality where you work. You may be stuck there for some time.
4. **Community Warning Systems** Find out how local authorities will warn you of a pending disaster and how they will provide information to you during and after a disaster. For example, CBC radio is a designated emergency broadcaster in the Vancouver area, although emergency information is passed to all media outlets.
5. **Communications** Amateur Radio is a key component of a complete emergency plan. History has shown that even the most reliable commercial emergency communications systems can and do become overloaded or fail. We are fortunate that our Emergency Services (Police, Ambulance and Fire) have a very reliable state-of-the-art wide area emergency radio system operated by E-Comm (www.ecomm.bc.ca) however, it is not designed to provide communications to agencies such as hospitals, Red Cross, ESS and the Salvation Army. This is where Amateur Radio can render life saving assistance. Because of the wide distribution of amateur radio operators in the community, valuable assistance in damage assessment reporting and neighbourhood notification can also be provided.

Congratulations! As a **SEPAR** member you have already made this commitment.

B. Make a Plan

- **Meet with Your Family Members.** Review the information you gathered about community hazards and plans. Explain the dangers to children and work with them as a team to prepare your family. Be sure to include caregivers in your meeting and planning efforts.
- **Choose an "Out-of-Town" Contact.** Ask an out-of-town friend or relative, at least 300 Km away, to be your contact. Following a disaster, family members should call this person and tell them where they are. Everyone must know the contact's phone numbers. After a disaster, it is often easier to make a long distance call than a local call from a disaster area.

- **Decide Where to Meet.** In the event of an emergency, you may become separated from family members. Choose a place right outside your home in case of a sudden emergency, like a fire. Choose a location outside your neighbourhood in case you can't return home.
- **Know the policies of the school or daycare center your children attend.** Make plans to have someone pick them up if you are unable to get to them.
- **If you have a family member who does not speak English,** prepare an emergency card written in English indicating that person's identification, address and any special needs such as medication or allergies. Tell them to keep the card with him/her at all times.
- **Complete a Family Communication Plan.** Your plan should include contact information for family members, work and school. Your plan should also include information for your out-of-town contact, meeting locations, emergency services and the Poison Control Center (604-682-5050). A sample form for recording this information can be found at <http://www.ready.gov> - or at www.redcross.org/contactcard. These websites also provide blank wallet cards on which contact information can be recorded and carried in a wallet, purse, backpack, etc., for quick reference. Teach your children how to call the emergency phone numbers and when it is appropriate to do so. Be sure each family member has a copy of your communication plan and post it near your telephone for use in an emergency. Keep a set of charged FRS radios handy for emergency use. Better yet, get your family members licensed in the amateur radio service.
- **Escape Routes and Safe Places.** In a fire or other emergency, you may need to evacuate on a moment's notice. Be ready to get out fast. Be sure everyone in your family knows the best escape routes out of your home as well as where the safe places are in your home for each type of disaster (i.e., if a severe storm approaches, go to the basement or the lowest floor of your home or an interior room or closet with no windows).



- **Use a blank sheet of paper to draw floor plans of your home.** Show the location of doors, windows, stairways, large furniture, your disaster supplies kit, fire extinguisher, smoke alarms, collapsible ladders, first-aid kits, and utility shut-off points. Show important points outside such as garages, patios, stairways, elevators, driveways, and porches. See illustration below. Indicate at least two escape routes from each room, and mark a place outside of the home where household members should meet in case of fire. If you or someone in your household uses a wheelchair, make all exits from your home wheelchair accessible. Practice emergency evacuation drills at least two times a year, but as often as you update your escape plan.
- **Plan for those with disabilities and other special needs.** Keep support items in a designated place, so they can be found quickly. For those who have home-health caregivers, particularly for those who are bed-bound, it is essential to have an alternate plan if the home-health caregiver cannot make it to you. In advance, provide the power company with a list of all power-dependent life support equipment required by family members. Develop a contingency plan that includes an alternate power source for the equipment or relocating the person.
- **Prepare for different hazards.** Include in your plan how to prepare for each hazard that could impact your local community and how to protect yourself. For instance, the actions you would take to protect yourself from a wind storm are different from those you would for a flood.
- **Plan for your pets.** Take your pets with you if you evacuate. However, be aware that pets (other than service animals) are not permitted inside emergency public shelters for health reasons. Prepare a list of family, friends, boarding facilities, veterinarians, and “pet-friendly” hotels that could shelter your pets in an emergency. Leaving pets behind, even if you try to create a safe place for them, is likely to result in their being injured, lost, or worse. So prepare now for the day when you and your pets may have to leave your home as it may be difficult, if not impossible, to find shelter for your animals in the midst of a disaster.
 - Contact hotels and motels outside your immediate area to check policies on accepting pets and restrictions on number, size, and species. Ask if “no pet” policies could be waived in an emergency. Keep a list of “pet friendly” places, including phone numbers, with other disaster information and supplies. If you have notice of an impending disaster, call ahead for reservations.
 - Ask friends, relatives, or others outside the affected area whether they could shelter your animals. If you have more than one pet, they may be more comfortable if kept together, but be prepared to house them separately
 - Prepare a list of boarding facilities and veterinarians who could shelter animals in an emergency; include 24-hour phone numbers.
 - Ask local animal shelters if they provide emergency shelter or foster care for pets in a disaster. Animal shelters may be overburdened caring for the animals they already have as well as those displaced by a disaster, so this should be your last resort.
 - Assemble a Portable Pet Disaster Supplies Kit. Whether you are away from home for a day or a week, you’ll need essential supplies. Keep items in an accessible place and

store them in sturdy containers that can be carried easily (duffle bags, covered trash containers, etc.). Your pet disaster supplies kit should include:

- Medications and medical records (stored in a waterproof container) and a first aid kit.
 - Sturdy leashes, harnesses, and/or carriers to transport pets safely and ensure that your animals can't escape.
 - Current photos of your pets in case they get lost.
 - Food, potable water, bowls, cat litter/pan, and can opener.
 - Information on feeding schedules, medical conditions, behaviour problems, and the name and number of your veterinarian in case you have to foster or board your pets.
 - Pet beds and toys, if easily transportable.
- Know What To Do As a Disaster Approaches. Often, warnings are issued hours, even days, in advance. At the first hint of disaster, act to protect your pet.
 - Call ahead to confirm emergency shelter arrangements for you and your pets.
 - Check to be sure your pet disaster supplies are ready to take at a moment's notice.
 - Bring all pets into the house so that you won't have to search for them if you have to leave in a hurry.
 - Make sure all dogs and cats are wearing collars and securely fastened, up-to-date identification. Attach the phone number and address of your temporary shelter, if you know it, or of a friend or relative outside the disaster area. You can buy temporary tags or put adhesive tape on the back of your pet's ID tag, adding information with an indelible pen.
 - You may not be home when the evacuation order comes. Find out if a trusted neighbour would be willing to take your pets and meet you at a prearranged location. This person should be comfortable with your pets, know where your animals are likely to be, know where your pet disaster supplies kit is kept, and have a key to your home. If you use a pet-sitting service, they may be available to help, but discuss the possibility well in advance.
 - Planning and preparation will enable you to evacuate with your pets quickly and safely, but bear in mind that animals react differently under stress.
 - In an emergency, outside your home and in the car, keep dogs securely leashed.
 - Transport cats in carriers.
 - Don't leave animals unattended anywhere they can run off. The most trustworthy pets may panic, hide, try to escape, or even bite or scratch.

- When you return home, give your pets time to settle back into their routines.
- Consult your veterinarian if any behaviour problems persist.

About Other Pets

- Birds

Birds should be transported in a secure travel cage or carrier. In cold weather, wrap a blanket over the carrier and warm up the car before placing birds inside. During warm weather, carry a plant mister to mist the birds' feathers periodically. Do not put water inside the carrier during transport. Provide a few slices of fresh fruits and vegetables with high water content. Have a photo for identification and leg bands. If the carrier does not have a perch, line it with paper towels and change them frequently. Try to keep the carrier in a quiet area. Do not let the birds out of the cage or carrier.

- Reptiles

Snakes can be transported in a pillowcase but they must be transferred to more secure housing when they reach the evacuation site. If your snakes require frequent feedings, carry food with you. Take a water bowl large enough for soaking as well as a heating pad. When transporting house lizards, follow the same directions as for birds.

- Pocket Pets

Small mammals (hamsters, gerbils, etc.) should be transported in secure carriers suitable for maintaining the animals while sheltered. Take bedding materials, food bowls, and water bottles.

C. Action Checklist – Items To Do Before a Disaster

- **Utilities** Terasen Gas (www.terasengas.com) The odorant in natural gas is the most important safety device. Know how and when to turn off water, gas and electricity at the main switches or valves and share this information with your family and caregivers. Keep any tools you will need near gas and water shut off valves. Turn off the utilities only if you suspect the lines are damaged, you suspect a leak or if local officials instruct you to do so. Unless instructed otherwise, turn off gas after an [earthquake](#), only if a leak is noticed.

[Gas shut-off procedure](#). As part of the learning process, do not actually turn off the gas. If the gas is turned off for any reason you must have it reset. Piping, appliances, vents and chimneys should always be checked before gas is turned back on. After a major earthquake it may take days or weeks before a technician can respond. You could be without gas for cooking, hot water and heat. In the meantime, you will require alternate sources to heat your home, to make hot water, and cook. In the case of apartment buildings, to consider the impact of gaining access to all suites before the system can be restarted.

- **Fire Extinguisher** Be sure everyone knows how to use your fire extinguishers (ABC type) and where they are kept.

- **Smoke Alarms** Install smoke alarms on each level of your home, especially near the bedrooms. Individuals with sensory disabilities should consider installing smoke alarms that have strobe lights and vibrating pads. Follow local codes and manufacturer's instructions about installation requirements. Also, consider installing a carbon monoxide alarm in your home.
- **Insurance Coverage** Check if you have adequate insurance coverage. Homeowners insurance does not cover flood damage and may not provide full coverage for other hazards. Talk with your insurance agent and make sure you have adequate coverage to protect your family against financial loss.
- **First Aid/CPR & AED** (Automated External Defibrillation) Take First Aid and CPR/AED classes. Courses can accommodate people with disabilities. Discuss your needs when registering for the classes.
- **Inventory Home Possessions** Make a record of your possessions to help you claim reimbursement in case of loss or damage. Store this information in a safe deposit box or other secure (flood/fire safe) location to ensure the records survive a disaster. Include photographs or video of the interior and exterior of your home as well as cars, boats and recreational vehicles. Also, have photos of durable medical equipment and be sure to make a record of the make and model numbers for each item. Get professional appraisals of jewellery, collectibles, artwork, or other items that may be difficult to evaluate. Make copies of receipts and cancelled checks showing the cost for valuable items.
- **Vital Records and Documents** Vital family records and other important documents such as birth and marriage certificates, social insurance cards, passports, wills, deeds, and financial, insurance, and immunizations records should be kept in a safe deposit box or other safe location.
- **Reduce Home Hazards** In a disaster, ordinary items in the home can cause injury and damage. Take these steps to reduce your risk.
 - Have a professional repair defective electrical wiring and leaky gas connections.
 - Place large, heavy objects on lower shelves and hang pictures and mirrors away from beds.
 - Use straps or other restraints to secure tall cabinets, bookshelves, large appliances (especially water heater, furnace, and refrigerator), mirrors, shelves, large picture frames, and light fixtures to wall studs.
 - Repair cracks in ceilings and foundations.
 - Store weed killers, pesticides, and flammable products away from heat sources.
 - Place oily rags or waste in covered metal cans and dispose of them according to local regulations.
 - Have a professional clean and repair chimneys, flue pipes, connectors, and gas vents.

D. Assemble a Disaster Supplies Kit

In the event you need to evacuate at a moment's notice and take essentials with you, you probably will not have the opportunity to shop or search for the supplies you and your family will need. Every household should assemble a disaster supplies kit and keep it up to date. A disaster supplies kit is a collection of basic items a family would probably need to stay safe and be more comfortable during and after a disaster. Disaster supplies kit items should be stored in a portable container(s) as close as possible to the exit door.

- **Review the contents of your kit** at least once per year or as your family needs change. Also, consider having emergency supplies in each vehicle and at your place of employment.
 - Three-day supply of non-perishable food and manual can opener.
 - Three-day supply of water (one gallon of water per person, per day).
 - Portable, battery-powered radio or television and extra batteries.
 - Flashlight and extra batteries.
 - First aid kit and manual.
 - Sanitation and hygiene items (hand sanitizer, moist towelettes, and toilet paper).
 - Matches in waterproof container.
 - Whistle.
 - Extra clothing and blankets.
 - Kitchen accessories and cooking utensils.
 - Photocopies of identification and credit cards.
 - Cash and coins. In an emergency the power may be out and ATMs will not work.
 - Special needs items such as prescription medications, eye glasses, contact lens solution, and hearing aid batteries.
 - Items for infants, such as formula, diapers, bottles, and pacifiers.
 - Tools, pet supplies, a map of the local area, and other items to meet your unique family needs.
- **Wet or cold weather** you must think about warmth. It is possible that you will not have heat during or after a disaster. Think about your clothing and bedding needs. Be sure to include one set of the following for each person:
 - Jacket or coat.
 - Long pants and long sleeve shirt.
 - Sturdy shoes.
 - Hat, mittens, and scarf.

- Sleeping bag or warm blanket.
- Supplies for your vehicle include:
- Flashlight, extra batteries, and maps.
- First aid kit and manual.
- White distress flag.
- Tire repair kit, booster/jumper cables, pump, and flares.
- Bottled water and non-perishable foods such as granola bars.

● **Seasonal supplies**

- Winter – Rain gear, blanket, hat, mittens, shovel, sand, tire chains, windshield scraper, florescent distress flag;
- Summer – Rain gear, sunscreen lotion (SPF 20 or greater), shade item (umbrella, wide brimmed hat, etc).

● **Maintain Your Plan** Review your plan every six months and quiz your family about what to do.

● **Drill** Conduct fire and emergency evacuation drills on a regular basis with your family. Restock: Check food supplies for expiration dates and discard, or replace stored water and food every six months.

● **Test** Read the indicator on your fire extinguisher(s) and follow the manufacturer's instructions to recharge. Test your smoke alarms monthly and change the batteries at least twice a year (when the clocks change). Replace alarms every 10 years.

Smoke Alarm Maintenance Chart

Check off task and enter date performed:

Test monthly	Date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Change batteries	Date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Replace alarms	Date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Plan Maintenance Chart

Check off task and enter date performed:

		6 months	1 year	18 months	2 years
Review plan and quiz	Date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hold fire and emergency evacuation drills	Date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Replace stored food and water	Date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check fire extinguishers and recharge	Date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E. Assemble a Communications Grab 'n Go Kit

Much has already been written about a personal amateur radio communications Grab 'n Go kit. There are many variations on the web, most are excessively complicated. Surrey has provided SEPAR with three very extensive and practical Grab 'n Go kits. These are very portable and can be used for HF-VHF-UHF phone and digital applications. Training in the deployment and use of the kits will be provided for SEPAR members. Know where they are kept, how to set them up and how to operate them.

- **As a minimum** have the following at the ready at all times:
 - A mobile or hand-held transceiver with rechargeable batteries (including a dry cell adapter), or a 12 volt power cable with a PowerPole adapter (ARES standard) and one with clips to connect to an automotive battery. Have the Surrey repeater, Surrey simplex frequency, VE7RPT and VE7FVR pre-programmed in memory.
 - Spare fuses
 - A portable VHF antenna (the ladder line roll-up J-pole is an excellent choice as it is a dual band gain antenna)
 - Various antenna adapters (PL-259 to BNC and vice versa)
 - Pencils and paper
 - A laminated copy of your radio license
 - A personal hygiene kit and any medications you may require.

- **Handy to have**
 - A portfolio of ARES messaging forms (including incoming and outgoing message logs). See the [SEPAR website](#) under forms or one of many other sources on the Net.
 - A 25 foot length of coax with appropriate connector for your radio.
 - Headphones
 - A remote microphone if you use a hand-held transceiver.

- **Know**
 - What frequency you should monitor in the event of an emergency. VE7RPT and VE7FVR have been designated as the regional information repeaters in the event of a major event. The Surrey Amateur Radio Club repeater and simplex frequencies would be used for check-in and local operations.
 - How to program frequencies into your transceiver
 - How to complete, send and receive formal written message traffic. SEPAR training is available for formal messaging.

REMEMBER! Look after your family before you leave to assist in a communications capacity. Experience has shown that you will not be of much use if you are unable to concentrate because you do not know if your loved ones are safe.

F. If Disaster Strikes

- **If you are instructed to take shelter immediately, do so at once**
- **If you are instructed to evacuate**
 - Listen to the radio or television for the location of emergency shelters and for other instructions from local emergency officials.
 - Wear protective clothing and sturdy shoes.
 - Take your disaster supplies kit.
 - Use travel routes specified by local authorities and don't use shortcuts because certain areas may be impassable or dangerous.
- **After a disaster**
 - Complete a self assessment for injuries.
 - Administer first aid and get help for seriously injured people.
 - If the emergency occurs while you are at home, check for damage using a flashlight. Do not light matches or candles or turn on electrical switches.
 - Check for fires, electrical, and other household hazards. Spilled bleaches, gasoline, and other liquids may produce deadly fumes when chemicals mix, or be a fire hazard. Contact 1-800-663-3456 or the Fire Department for information on how to clean up spilled chemicals.
 - Sniff for gas leaks, starting at the water heater. If you smell gas or suspect a leak, turn off the main gas valve, open windows, and get everyone outside quickly. Call Terasen Gas at 1-800-663-9911.
 - Shut off any damaged utilities.
 - Check to ensure all receivers are back on all your phones.
 - Check on your neighbours, especially those who are elderly or disabled.
 - Call your out-of-town contact — do not use the telephone again unless it is a life-threatening emergency.
 - Stay away from downed power lines.
 - Listen to local radio and TV for information about where you can get disaster relief assistance.
- **If electrical power is lost**
 - Call the power company (1-888-POWERON or 1-888-769-3766).
 - Use a flashlight or battery-operated lantern. Do not use candles for emergency lighting. Candles and kerosene lanterns are fire hazards.
 - Turn off all major appliances. They could overload electric lines when power is restored, causing a second outage.

- Keep refrigerator and freezer doors closed as much as possible. Food can be kept cold for a day or two if the doors are kept closed.
- Use portable generators cautiously. Make sure they are operated only out-of-doors in a well-ventilated area. Refuel a generator only after it has cooled. Do not connect a generator to your home's electrical system except through an approved transfer switch installed in compliance with local electrical code.
- In cold weather, drain pumps, supply lines, water heaters, and boilers can freeze when the power is lost. Traps in drains of tubs, sinks, commodes, washing machines, and dishwashers can also freeze. To avoid burst pipes, close the main water valve and open the spigots and supply lines and drain them.

Remember to check-out the [Surrey Emergency Program website](http://www.surrey.ca) at www.surrey.ca, consider taking part in the Neighbourhood Emergency Program (NEPP), and finally... thanks for being a member of SEPAR!

Suggested Items for an **EMERGENCY GRAB & GO BAG**

- 4 L Labelled Water container (& stacking cups)
 : Note: ideally four litres of water per person, per day (i.e. 3 days = 12 litres of water per person) – Add extra for pets.
- Water Pouches (3 day supply)
- Water purifier tablets
- Hand Sanitation gel
- Three-Day Food Bars
- Dry Pet Food
- First Aid Kit Extra
- Clothing, Walking Shoes
- Work Gloves
- 12-Hour Light Sticks
- Dust Mask
- Emergency Poncho
- Emergency Blanket
- Folding Shovel
- Goggles
- Hatchet
- Multi Purpose Knife
- Battery operated Radio
- Flashlight
- Batteries
- Sportsman's Saw
- Survival Bag (Shelter)
- Whistle
- Pouch & Money (should include coins)
- Games: ie. Deck of Cards
- For Family: Favourite Toy /Picture of family etc
- Personal Toiletries: toothbrush/paste; soap, face cloth, mirror, comb etc.
- Medicine (should include Rx, Rx glasses etc. – don't forget pets Rx)
- Pad & Pencil – especially useful for leaving notes
- Large garbage bags
- String - misc. uses i.e. shoelaces etc.
- Duct tape - to repair poncho, plastic bags etc.



Hint: Save samples from hotels, plane trips etc to put towards kit. If you require further information, please call the Surrey Emergency Program at 543-6795. Or email the SurreyEmergencyProgram@surrey.ca. Website: www.sep.surrey.ca