

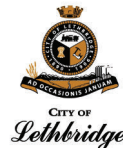
Household Emergency Action Plan in Plain Language

City of Lethbridge
Lethbridge Fire & Emergency Services
Lethbridge Emergency Management Agency



Acknowledgement

The City of Lethbridge would like to acknowledge the Calgary Emergency Management Agency (CEMA) in contributing material and their support toward the development of this document. We also wish to congratulate CEMA on having their Plain Language Household Emergency Action Plan winning the Clearmark Award of Distinction from the Center for Plain Language in Washington D.C.



Emergencies can happen in Lethbridge

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”



Call an Ambulance

9-1-1

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



Call the Police

9-1-1

“My child
may have
swallowed
poison or
pills”



Call 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.

Who should I phone in an emergency?

Ambulance, Police or Fire:
9-1-1

Gas Emergency (ATCO Gas):
403-310-5678 or 1-800-511-3447

Electrical Emergency:
403-320-3940



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

Lethbridge Emergency Preparedness:
lethbridge.ca/living-here/Emergency-Services/Emergency-Preparedness

Lethbridge Fire and Emergency Services:
lethbridge.ca/living-here/Emergency-Services/Lethbridge-Fire

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

Community & Social Services information:
informalberta.ca

HEALTHLink Alberta:
Health information from a nurse – 811
Outside of Alberta phone 1-866-408-5465

Canadian Red Cross:
redcross.ca or 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 a warning 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

These are some disasters that can happen in Lethbridge

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



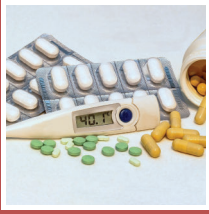
Summer Storms

- 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 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 landline phone
- ATCO Gas 24-hour emergency services: 403-310-5678 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
- Call 9-1-1 immediately or Electric emergency 403-320-3940

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

Home Fire 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 extinguishers

- 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 the fire extinguisher on every floor of your home
- Home fires start most often in the kitchen
- Read the instruction on the fire extinguisher
- You can purchase a fire extinguisher at hardware stores
- There is a gauge on your extinguisher that will indicate if your extinguisher is good
- Make sure everyone knows how to get out of the house in case of fire



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

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.

Important Documents

Important documents are copies of things like:

- Your passport
- Visas
- Home insurance policy
- Driver's license
- Credit cards
- Birth certificate



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 & scissors
- A thermometer
- Surgical gloves
- Tylenol or Advil



Water

Two litres per person per day



Portable Radio

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



Can opener
(not electric)

Medications

that you or your family members take



Blankets

Food that lasts

granola bars, canned food, dried fruit



Flashlight

with extra batteries

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 at all times

Choose a person as an emergency contact who everyone in your family can reach if you are separated in an emergency

Family Contact Information

Name _____	Name _____
Work/school _____	Work/school _____
Address _____	Address _____
Phone _____	Phone _____

Name _____	Name _____
Work/school _____	Work/school _____
Address _____	Address _____
Phone _____	Phone _____

Name _____	Name _____
Work/school _____	Work/school _____
Address _____	Address _____
Phone _____	Phone _____

Emergency Family Contact

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

Name _____	Name _____
Work/school _____	Work/school _____
Address _____	Address _____
Phone _____	Phone _____