

EMERGENCY GUIDE

IN AN EMERGENCY DIAL 911

- KEEP INFORMED
- MONITOR LOCAL RADIO, TV AND SOCIAL MEDIA

NAME

ADDRESS

POSTAL CODE

PHONE

ATCO Gas



CITY OF EDMONTON

INSURANCE

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CITY OF EDMONTON

THIS EMERGENCY GUIDE WAS PUBLISHED BY THE CITY OF EDMONTON'S OFFICE OF EMERGENCY MANAGEMENT.

The Office of Emergency Management is responsible for ensuring the City of Edmonton is prepared for and can respond to and recover from all hazards including natural disasters, technological incidents and human-caused incidents. In order to be ready, we conduct training and exercises with city staff and stakeholders on a regular basis.

Individuals, families and businesses also have a role to play by being personally prepared for up to one week and by ensuring their emergency plans and business continuity plans are in place.

This guide provides easy-to-understand information on personal emergency preparedness to help citizens better protect themselves, family members and neighbours.

View this guide in English and other languages online at [edmonton.ca/Emergency Management](http://edmonton.ca/EmergencyManagement). To order additional copies of this guide, secure permission to reproduce or reprint the guide in whole or in part, or receive additional information on emergency preparedness, then please contact us by phoning 311.

Stay informed during an emergency. Monitor local radio, TV and social media. Get updates from the City of Edmonton:



Twitter
[@CityofEdmonton](https://twitter.com/CityofEdmonton)



Facebook
facebook.com/CityofEdmonton



Website
edmonton.ca



Phone
311



INSURANCE

Can you afford to pay for damage and/or replace all your belongings at once if they were lost due to fire or water damage? Insurers will be there to help when disasters strike, but a little preparation can go a long way to minimize the impact of an emergency.

Whether you rent or own your home, when your insurance policy comes up for renewal and before you contact your insurance professional, make a list, take photos or video of the key details about your residence and belongings to ensure your property is properly protected. Store your inventory list, photos and videos on an external drive outside of your home, such as a bank safety deposit box.

If you are a post-secondary student living away from home, check with your parents' insurance company to make sure you're covered under their homeowner policy.

INSURANCE BUREAU OF CANADA



Toll Free
1 800 377 6378



Website
ibc.ca



ALBERTA EMERGENCY ALERT

Alberta Government

EMERGENCY ALERTS

THE ALBERTA EMERGENCY ALERT SYSTEM DELIVERS VITAL INFORMATION REGARDING A THREAT TO THE SAFETY OF ALBERTANS WITHIN A SPECIFIC REGION.

Alerts are distributed to the public through various outlets including:

- Radio and television
- Internet
- Rich Site Summary (RSS) feed
- Social media (Facebook, Twitter, etc.)
- Text messages
- Road signage

Get alerts on your smartphone or computer at:



Alberta Emergency Alerts
emergencyalert.alberta.ca



Severe weather alerts and other public safety messages
past.theweathernetwork.com/weatherapps/mobile



CLICK BEFORE YOU DIG

AVOID DAMAGING GAS, ELECTRIC AND UTILITY LINES THAT MAY BE BURIED A FEW INCHES UNDERGROUND.

Whether you are landscaping, building a new fence or deck, or simply planting a garden, disturbing the ground on your property can cause damage to a buried utility.

The result of a contact with a buried line can range from loss of an essential service for you or your neighbours to serious injury or fatalities. The financial costs of repairing any damage you cause to a buried utility will be borne by you, the excavator.

Contact Alberta One-Call to request that the buried utilities on your property be located and marked at least two full working days, and up to 14 days advance in spring and fall, before you plan to dig.



Toll Free
1 800 242 3447



Website
albertaonecall.com



EVACUATION

WHEN YOU ARE INSTRUCTED TO EVACUATE BECAUSE OF FLOODING, FIRES OR OTHER EMERGENCIES, DO SO AT ONCE.

If a large number of homes are affected, authorities will likely establish a reception centre. You may choose to stay at the reception centre or go elsewhere.

- Shut off utilities if instructed to do so
- Take your evacuation kit
- Take care of your pets
- Lock up your home
- Register at the reception centre - even if you choose not to stay at the reception centre
- Listen to the radio or TV and follow instructions
- Monitor City of Edmonton social media for updates



CHEMICAL RELEASE/ SHELTER-IN-PLACE

IF A HAZARDOUS CHEMICAL IS RELEASED IN YOUR COMMUNITY, YOU MAY BE INSTRUCTED TO “SHELTER-IN-PLACE”.

This means take immediate shelter where you are – at home, work or school, usually for just a few hours.

Be aware of your work or school emergency response plan and any direction provided while at your workplace or school. You may want to have some basic supplies, such as water and food that won't spoil, in case you need to stay put for a while. You may want to raise this question with your employer and colleagues as well.

Act quickly when told to “shelter-in-place”. Follow the instructions of local authorities.

- Go inside
- Close all windows and doors
- Turn off furnace and exhaust fans
- If odour is strong, seal an inside room with wet towels at the base of the door. Breathe through a damp towel to filter air.
- Listen to the radio or TV and follow instructions
- Monitor City of Edmonton social media for updates



SUMMER STORMS

SUMMER STORMS CAN BRING HEAVY RAIN, HIGH WINDS, HAIL, INTENSE LIGHTNING AND EVEN TORNADOES, ALL OF WHICH CAN DAMAGE PROPERTY AND THREATEN LIVES.

- Remain indoors
- If you're inside during a tornado, go to the basement or get under a heavy table or desk. Stay away from windows, outside walls and doors.
- If you're outside, find shelter or crouch in a ditch, culvert or ravine with your feet together and your head down
- Keep away from trees, power and telephone lines
- Subscribe to emergency alerts on your smartphone or computer. Refer to "Emergency Alerts" tab above.
- Listen to the local radio or TV and follow instructions



WINTER STORMS

WINTER STORMS BRING THE DANGERS OF HIGH WINDS, EXTREMELY LOW TEMPERATURES AND HEAVY SNOWFALL OR FREEZING RAIN.

If caught in a blizzard, seek shelter and wait out the storm.

- Dress for the weather
- Cover mouth and nose in extreme cold
- Use public transportation if possible
- Ensure you have at least half a tank of gas and a travel kit in your vehicle
- Carry a cell phone and charger in your vehicle
- Subscribe to emergency alerts on your smartphone or computer. Refer to "Emergency Alerts" tab above.
- Listen to the local radio or TV and follow instructions



FLOODS

EDMONTON RECEIVES ABOUT 400 MILLIMETRES (15 INCHES) OF RAIN A YEAR FROM MAY TO OCTOBER.

During major rainstorms or rapid snowmelt, the sheer volume of water can back up drainage and sewer systems, and flood basements. In most cases, you can prevent this from happening by taking a few simple, yet effective steps:

- Install a flood-proofing device, such as a backwater valve to keep rainwater and sewage from backing up into the basement
- Extend downspouts at least 1.8 metres (6 feet) from basement wall and drain towards a street or back lane
- Check eavestroughs regularly for debris, leaks, poor connections, or sagging
- Waterproof cracks in your foundation walls or sidewalks with silicon every three to five years

Learn how to flood proof your home. Sign up for Edmonton's free Home Check Up Program at edmonton.ca/floodprevention.

A FLASH FLOOD IS A RAPID RISE OF WATER THAT CAN BE CAUSED BY HEAVY RAINFALL IN A VERY SHORT PERIOD OF TIME.

- Get to higher ground
- Avoid already flooded areas and fast-flowing water
- Avoid entry to barricaded/fenced off areas and obey all signs
- Immediately get out of a stalled vehicle in rising water
- Listen to the local radio or TV and follow instructions
- Subscribe to emergency alerts on your smartphone or computer. Refer to "Emergency Alerts" tab above.



INFLUENZA

INFLUENZA IS AN INFECTION OF THE LUNGS AND AIRWAYS CAUSED BY A VIRUS. IT USUALLY AFFECTS PEOPLE IN ALBERTA FROM NOVEMBER UNTIL APRIL.

You can protect yourself and keep it from spreading by taking some precautions.

Limit the spread of germs and prevent infection.

- Wash your hands often, using plenty of soap and warm water. If not possible, use alcohol-based hand sanitizer liquids.
- Cover coughs and sneezes with tissues. If you can, cough into your sleeve.
- Stay away from others as much as possible when sick
- Stay home from work and school if you become sick
- Get an annual flu shot
- Get plenty of rest and strive to stay healthy with proper nutrition and exercise

ALBERTA HEALTH SERVICES



Health Link - Health information and advice
24-hours a day from a registered nurse
811



Website
albertahealthservices.ca



NATURAL GAS

ATCO GAS RESPONDS IMMEDIATELY TO CALLS AND EMERGENCIES INVOLVING:

- Natural gas odour (rotten egg odour)
- Hit or ruptured natural gas lines
- Carbon monoxide
- Natural gas service disruptions
- Natural gas furnaces not working in cold weather

If you smell natural gas inside a building:

- Leave lights and appliances alone
- Leave the building immediately
- Call 911

If you smell natural gas outside a building:

- Call 911 or ATCO Gas immediately
- Keep people away from the area
- Do not smoke or light any flames

ATCO GAS 24-HOUR EMERGENCY SERVICES



Edmonton & Area
780 420 5585



Website
atcogas.com



Twitter
@ATCOGas

For updates on areas affected by an outage, call **1 800 511 3447**.



ELECTRICITY

REPORT DOWNED POWER LINES IMMEDIATELY TO 911 OR EPCOR POWER TROUBLE AT 780 412 4500

Include exact location of the downed line

- Always assume that downed lines are energized
- Keep back a minimum of 10 metres (33 feet) from the wires or anything in contact with the wires
- Warn others in the area of the danger, and have them stay back

If a power failure affects your whole street or area, locate your home emergency kit. Stay tuned to your radio station and social media for more information.

Tips for an extended power outage

- Turn off all electrical appliances and equipment
- Keep fridge and freezer closed as much as possible
- Stay warm. Gather family members in the warmest room in the house. Dress in layers, draw drapes or cover windows to prevent heat loss.
- Do not use camp stoves, kerosene heaters or barbecues indoors as they emit carbon monoxide. Gas stoves used as a heat source for long periods without ventilation will do the same.
- Ensure generators are placed outside and are well ventilated

EPCOR 24-HOUR EMERGENCY SERVICES



Edmonton & Area
780 412 4500



Twitter
@EPCOR

For updates on areas affected by an outage, visit epcor.com/poweroutages

KITS

If an emergency happens in your community, it may take emergency workers some time to reach you. Be prepared to take care of yourself, family and pets for up to one week.

EMERGENCY KIT FOR HOME

- Cash and credit cards – include smaller denominations
- Ready-to-eat and high-energy food
- Manual can opener
- Bottled water or water container with at least 4 litres per person per day
- Water-purifying tablets
- Lanterns, flashlights (with extra batteries), glow sticks
- Candles with matches
- Wind-up/battery-operated radios, extra batteries and alternate heat sources
- First aid kit
- Whistle (for each member of the family)

TRAVEL KIT FOR VEHICLE

- Extra clothing including hats, gloves & scarves in cool seasons
- Fully-charged cell phone and a car charger for your cell phone
- Blanket
- Ice scraper and brush in winter
- Windshield washer fluid
- Booster cables
- Basic tools including a shovel
- Sand or kitty litter
- First aid kit
- Reflective triangle
- Flashlight, glow sticks
- Small candle in a tin can, waterproof matches
- Non-perishable high-energy food
- Drinking water

EVACUATION KIT

- Emergency contact lists with phone numbers (for every member of your family)
- Copy of this City of Edmonton emergency guide
- Photos of each member of your family
- Credit cards and cash – include small denominations
- Insurance and important documents, and copies of government identification on external drive
- Prescription and non-prescription medications
- Special needs items for baby, elderly, disabled, pets
- Extra clothes
- Toiletry kit (for every member of your family)
- Rolls of toilet paper
- Whistle (for every member of your family)
- First aid kit
- Lanterns, flashlights (with extra batteries), glow sticks
- Candles and waterproof matches
- Wind-up/battery-operated radios, extra batteries and alternate heat sources
- Bottled water or water container with at least 4 litres per person per day
- Water-purifying tablets
- Non-perishable food
- Manual can opener
- Sets of utensils (for every member of your family)
- Hand sanitizer
- Garbage & recycle bags
- Games/toys to pass the time

PET KIT FOR EVACUATION

- Photo(s) of your pet(s)
- Traveling bag or sturdy carrier and blanket
- Extra leash/harness
- Food and water
- Feeding dishes
- Medications
- Disposable litter trays (aluminum pans)
- Litter or paper towels

FAMILY/ EMERGENCY CONTACTS

Each family member and out-of-area contact should have a copy of all the contact numbers. For out-of-area contacts, choose family or friends that everyone can reach in an emergency. A friend or relative who lives in another part of your community should also be listed and may be used as a contact and/or evacuation location.

HOUSEHOLD MEMBER 1

Name _____

Work / School Name _____

Address _____

Work / Cell _____

Email _____

HOUSEHOLD MEMBER 2

Name _____

Work / School Name _____

Address _____

Work / Cell _____

Email _____

HOUSEHOLD MEMBER 3

Name _____

Work / School Name _____

Address _____

Work / Cell _____

Email _____

HOUSEHOLD MEMBER 4

Name _____

Work / School Name _____

Address _____

Work / Cell _____

Email _____

OUT OF AREA CONTACTS

CONTACT 1

Name _____

Work / School Name _____

Address _____

Work / Cell _____

Email _____

CONTACT 2

Name _____

Work / School Name _____

Address _____

Work / Cell _____

Email _____

CONTACT 3

Name _____

Work / School Name _____

Address _____

Work / Cell _____

Email _____

RESOURCES

EDMONTON AREA

911

Emergencies - fire, ambulance, police, hazardous materials spills

811

Health information and advice 24-hours a day from an Alberta Health Services' registered nurse

711

Relay service that allows deaf people to converse with the hearing over the phone through an operator

511

Road reports & traffic conditions

311

City government information for transit and program registration, as well as sewer and interpretive services. Anyone requiring fire, ambulance, or police emergency assistance must call 911 for emergency assistance.

211

The Support Network - single access point to the health, human services, community resources and government assistance people need every day as well as in times of crisis

Non-emergency Police calls

780 423 4567

ATCO Gas natural gas emergency

780 420 5585

EPCOR electrical emergency

780 412 4500

EPCOR drinking water emergency

780 412 6800

For updates on areas affected by an outage, visit epcor.com/wateroutages

PROVINCIAL

Alberta Emergency Alert

emergencyalert.alberta.ca

Alberta Health Services

albertahealthservices.ca

Alberta One-Call

1 800 242 3447

albertaonecall.com

Alberta Poison and Drug Information Service

1 800 332 1414

padis.ca

NATIONAL

Insurance Bureau of Canada

1 800 377 6378 (Alberta)

ibc.ca

Public Safety & Emergency Preparedness

1 800 O CANADA (1 800 622 6232)

getprepared.gc.ca

Weather Network

theweathernetwork.com