What will you do if it happens to you?



Emergency planning advice for you and those you care for

PREPARING FOR EMERGENCIES
WHAT YOU NEED TO KNOW

Please read and keep this information where you can find it

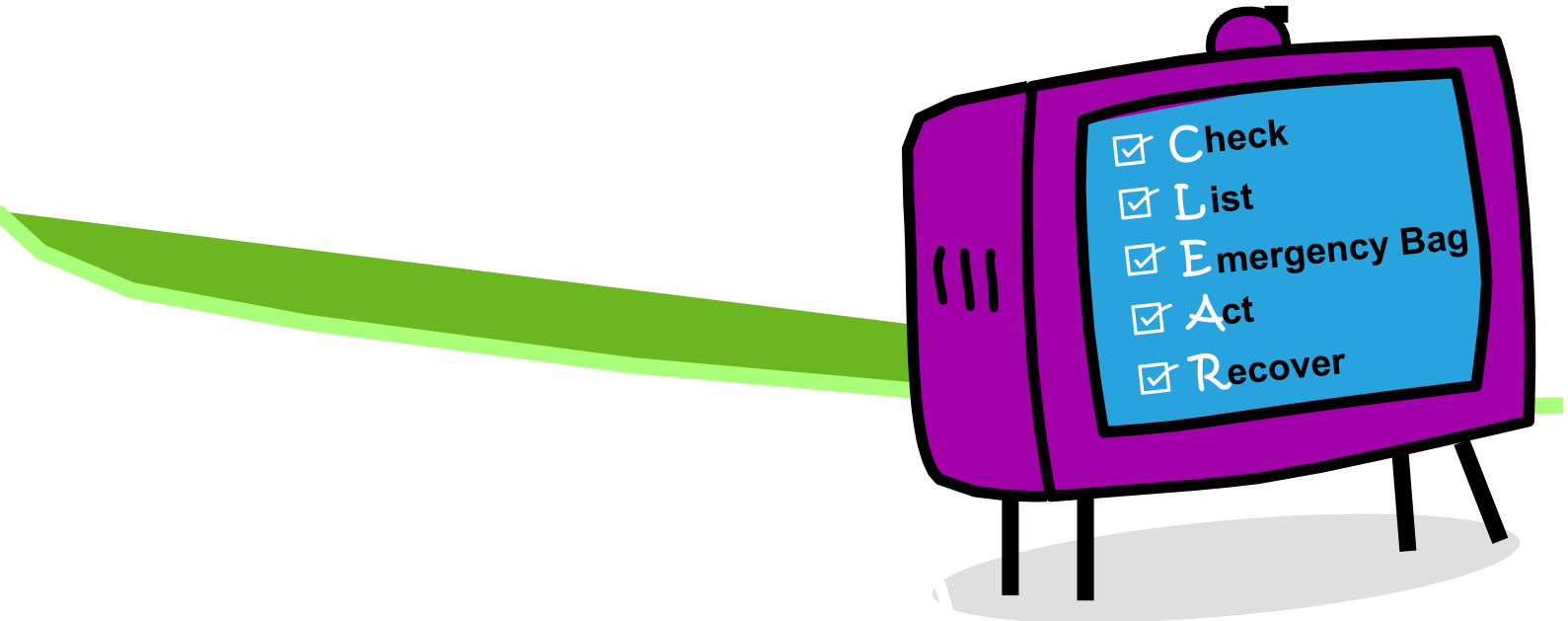
If the unexpected happens

You will manage better if you are prepared and have a CLEAR plan.

Events that could happen:

- **Weather related**
  (flooding, storms, heavy snow, heatwave)
- **Public safety**
  (fire, unexploded bomb, terrorism, explosion, chemical or nuclear leak)
- **Disease**
  (pandemic flu or animal disease)
- **Major transport incident**
  (road, rail, air, sea)
- **Loss of essential services**
  (electric, gas, water or telecommunications)

It does not require any special knowledge, only a few minutes of your time. **Talk to the people you live with about what you will do.** You could write a home emergency plan by downloading a template from the Exmouth Town Council website or contacting Exmouth Town Council. Make this plan CLEAR. Let's take a closer look at this…





Check

Always Check the radio, television, social media or internet for weather warnings and news.

Local radio and television

Local radio and television news are usually reliable sources of information. Find out which radio stations are the most relevant and reliable for your area and set them as presets.

BBC Radio Devon	94.8 | 95.7 | 95.8 | 96 | 103.4 | 104.3
Heart Devon	96.4 | 96.6 | 97 | 103
East Devon Radio	106.4
Radio Exe	107.3

Internet

Reliable information is available online. Make these sources your internet favourites.

www.metoffice.gov.uk

www.environment-agency.gov.uk

Social media

Look for Twitter accounts providing information in your area which have been verified by . The information on these is more likely to be reliable as it comes from an official source. Good examples are the emergency services, Exmouth Town Council, the Met Office and the Environment Agency.

Look for Facebook groups in your area. There may also be information here when the emergency is over and you are beginning to recover.



List

Make a List of any medication you take, important phone numbers and insurance policy numbers, and carry this at all times.

Keep important documents like birth certificates and passports above flood levels in a fireproof box. Keep computer information on an external storage device. You might also want to take all this with you, so keep them in one place or in an emergency bag.

Save useful numbers in your mobile phone and keep on a list in your wallet or purse.

Emergency services	**999 (SMS Text 999)**
Non-emergency Police enquiries	**101 (SMS/text 67101)**
NHS Direct (medical advice)	**111**
Environment Agency Floodline (Typetalk: **0345 602 6340**)	**0345 988 1188**
Gas Leaks	**0800 111 999**
Power Cuts (Text Relay dial **18001** before each number)	**0800 6783 105 or 105**
Water Leaks	**0800 230 0561**
Highways Agency Info Line	**0345 155 1004**

Have you put ICE contacts in your mobile phone?

The emergency services are trained to check for the ICE number.

Standing for 'In Case of Emergency', ICE allows the emergency services to contact someone if you are unable to do so. Think carefully about who you choose as an ICE contact because that person may need to give consent for medical treatment.

If you don't carry a mobile phone or you keep it locked you can keep the same information on a card in a wallet or purse.



Emergency Bag

An Emergency Bag can be useful especially if you have to leave your home quickly or stay indoors without power for few days. It is easy to prepare one in advance.

The bag should be small enough to carry. You should check the bag regularly to make sure it has everything you need and that items like torches have batteries that work.

Your bag could contain:

- Copy of your household emergency plan if you have one
- National Health Service numbers (ask your doctor's surgery)
- Toiletries
- First Aid Kit
- Antibacterial hand gel
- Wind up radio
- Wind up torch
- Spare batteries
- Notebook and pen
- Spare clothing

Don't forget to take:

- Medication
- Important documents
- Essential keys
- Items such as glasses for children and other people you care for
- Mobile phone and charger
- Items for pets
- Cash/debit/credit cards

Also, think about what you will need if you have to stay indoors for a few days. Consider putting the following items in a separate box:

- Enough tinned or dried food and bottles of water to last three days
- Candles and matches
- Camping stove (only use indoors in an emergency. Place on a stable surface and use in a well-ventilated area with a carbon monoxide detector)
- Remember to check dates and regularly replace water.

Remember: if there is fire or another immediate danger in the house don't stop to grab anything. **Just get out.**



Act

Should an emergency happen, Act when you need to.

In an emergency dial 999. Do not put yourself or others at risk. Follow the advice of the emergency services.

If the **danger is outside – STAY IN:** **Go In, Stay In, Tune In**

- Stay there until you are told that the emergency is over or you are advised to leave.
- Listen to local radio or TV news for updates.

If the **danger is inside** (or you are told to evacuate) **– STAY OUT:** **Go Out, Stay Out**

If it is safe and you have time

- Take the items you need (including your emergency bag).
- Switch off power and lock doors and windows.
- Go to a safe place.

Safe places

Know the quickest and safest routes out of your house and have a safe place to meet if you get separated.

Safe places may be provided by the emergency services. If you make your own arrangements, such as staying with friends, please tell somebody where you are.

In the event of a flood

Move valuable items to safety. If your house has property protection measures (such as flood gates or air brick covers) make sure you know how they work.

Move pets to a safe place with plenty of food and water.

Stay safe when travelling

In the case of severe weather listen to the advice of the emergency services and only travel if you need to.

Stay out of flood water whether in the car or on foot, you don't know what's beneath the surface.

Check if other people may need your help; information may not reach some as quickly.



Recover

Taking the CLEAR steps in this guide will help you Recover and get back to normal much quicker.

After major incidents like flooding, there may also be recovery surgeries and drop ins which will provide you with further advice. Look out for information in the local media and from your council.

Space for making your own notes:

If you found this leaflet useful, tell others and help them to make a CLEAR plan.



Check information sources for weather warnings and news.

Make a **List** of important numbers and medication and carry this at all times.

Have an **Emergency Bag** ready.

Act when you need to.

Recover.

Your Local Resilience Forum (LRF)

This leaflet has been produced by the Devon, Cornwall and Isles of Scilly Local Resilience Forum (LRF) and is supplied by Exmouth Town Council. The Emergency Services, Local Government, Health Services and many other organisations work together to form the LRF. The LRF has plans in place to respond to major emergencies, to save lives, contain danger, protect the public and to minimise the effects so we can all return to normality as soon as possible.

Everyone has a role to play in preparing for emergency situations. The LRF has produced this plan to help you develop a CLEAR plan of what you would do in an emergency. You can find more information on the website at **www.dcisprepared.org.uk.**

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Exmouth Town Council
www.exmouth.gov.uk

This leaflet has been produced by the Devon, Cornwall and Isles of Scilly Local Resilience Forum to provide general information and advice about how to prepare for an emergency situation at home. It is not intended to provide detailed or specific advice to individuals and as such the Forum or its constituent members will accept no liability arising from its use.