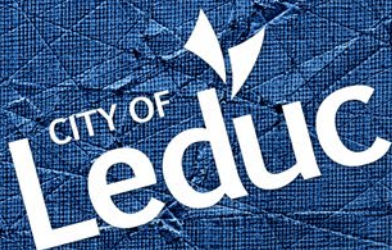


# EMERGENCY PREPAREDNESS

planning for citizens





## Message from City of Leduc Fire Services

This Emergency Action Guide is a publication of the City of Leduc Emergency Preparedness Agency and Communications & Marketing Services. It provides easy to understand information on home and personal emergency preparedness to help you better protect yourself, family and neighbours.

The safety of our community is the number one priority for City of Leduc Emergency Preparedness. We work very closely with our industrial, business and municipal partners and all other stakeholders to prevent incidents from occurring that could negatively impact our personal and community safety.

In the event of a major emergency or disaster there will be a period of time where normal emergency services have been interrupted and therefore you will have to rely on your own emergency planning. This guide is a resource to assist you during the first 72 hours.

Please review this resource guide regularly with all members of your family and keep it in a place where it can be readily accessed. By doing this, you and your family will know what to do in an emergency and you'll be contributing to make the City of Leduc an even safer community.

### ***Emergency Preparedness***

780-980-8475

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### Power Outage

Turn the thermostat(s) down to minimum and turn off all appliances, electronic equipment and tools to prevent injury, damage to equipment and fire. Power can be restored more easily when the system is not overloaded.

Use a flashlight to navigate around your home and property, ensuring you have spare batteries available if needed. If you must use candles, be sure to use proper candleholders and when lit, never leave them unattended. Put candles on a saucepan with water, should the candle burn down the water should extinguish the candle.

The use of an emergency radio will help keep you in communication with directions and warnings from municipal and provincial agencies.

- » Keep your fridge doors closed and only open them for very short periods of time.
- » Assemble all people, pets and blankets in one room.
- » Notify Fortis Alberta at 310-9473.

### Winter Power Failure

- » Put on extra clothing. Layered clothing will be more effective to keep you warm.
- » If you have a fireplace, sufficient supplies of firewood should be kept dry and accessible.
- » Fill containers and your bathtub with water in case pipes freeze.
- » Close doors to unused rooms to conserve heat.
- » A barbecue or camp stove offers an alternative cooking source, but do not use inside the house.
- » Exercise enough to stay warm and maintain circulation, but not enough to work up a sweat.
- » Notify Fortis Alberta at 310-9473.

### Portable Generator Use

Generators are an option for backup electricity, however:

- » They should never be used indoors.
- » They require frequent maintenance (including frequent oil changes).
- » They must be installed and connected to your main panel (not directly to your wiring system) by a qualified electrician.
- » Get any such installation inspected by the Electrical Safety Authority (780-980-7177).





## Natural Gas Leaks:

If you should smell gas in your house do not operate electrical switches. Do not use any phones. Open windows for ventilation, leave the house. Once safely outside call Alta Gas 24 hour service at 1-866-222-2068 and City of Leduc Fire Services (9-1-1) from the nearest telephone.

While leaving your home:

- » Do not use a lighter or matches.
- » Do not operate your garage door opener. Leave via the front or rear door.

## Weather Report Links:

As the saying goes, "keep your eye on the sky". Understanding the warning signs of severe weather will enhance your personal safety. Know the basic cloud formations and what type of weather they will bring. Many of us spend our time outdoors particularly when the snow melt has begun and out of contact with our media devices.

- » [www.leduc.ca/weatherlink](http://www.leduc.ca/weatherlink)
- » [www.weatheroffice.gc.ca](http://www.weatheroffice.gc.ca)

## Alberta Emergency Alert System

Disaster can occur anywhere at any time. It is your responsibility to ensure you're prepared if disaster occurs. Alberta Emergency Alerts are issued to assist you—providing you with critical information about an immediate disaster, where it is occurring and what action you need to take.

Alerts are distributed to the public through various outlets including:

- » Radio and television
- » Internet
- » RSS Feed
- » Social Media (Facebook, Twitter, etc.)
- » Road Signage

When disaster strikes, get more information and take appropriate action to protect yourself and your family.



### Current Alerts

- » [www.emergencyalert.alberta.ca/](http://www.emergencyalert.alberta.ca/)

### Sign to receive alerts

Download the Alberta Emergency Alert App and be ahead of the storm:

- » [www.emergencyalert.alberta.ca/content/about/signup](http://www.emergencyalert.alberta.ca/content/about/signup)



## Severe Lightning Storm

Stay inside if you are in a building. Stay away from windows, doors, fireplaces, radiators, stoves, metal pipes, sinks or other electrical charge conductors. Unplug TVs, radios, toasters and other electrical appliances. Do not use the phone or other electrical equipment.

Seek shelter in a building or low-lying area. If you are outside, if you are caught in the open, crouch down with your feet close together and your head down. **Do not lie flat**; by minimizing your contact with the ground, you reduce the risk of being electrocuted by a ground charge. Keep away from telephone and power lines, fences, trees and hilltops. Get off bicycles, motorcycles, and tractors.

If you are in a car, stop the car and stay in it. Do not stop near trees or power lines that could fall.

## Tornadoes

### Tornado Education Video

- » [www.youtube.com/watch?v=h3z50ZX\\_RMM](http://www.youtube.com/watch?v=h3z50ZX_RMM)
- » [www.getprepared.gc.ca/cnt/hzd/trnds-eng.aspx](http://www.getprepared.gc.ca/cnt/hzd/trnds-eng.aspx)

### Canada's tornado warning system

Environment Canada is responsible for warning the public when conditions exist that may produce tornadoes. It does this through radio, television, newspapers, its website, as well as through its weather phone lines.

You should listen to your radio during severe thunderstorms. If you live in one of Canada's high-risk areas.

### Tornado facts

- » Canada gets more tornadoes than any other country with the exception of the United States.
- » Tornadoes are rotating columns of high winds.
- » Sometimes they move quickly (up to 70 km/hour) and leave a long, wide path of destruction. At other times the tornado is small, touching down here and there.
- » Large or small, they can uproot trees, flip cars and demolish houses.
- » Tornadoes usually hit in the afternoon and early evening, but they have been known to strike at night too.

### Warning signs of a potential tornado

Warning signs include:

- » Severe thunderstorms, with frequent thunder and lightning.
- » An extremely dark sky, sometimes highlighted by green or yellow clouds.
- » A rumbling sound or a whistling sound.
- » A funnel cloud at the rear base of a thundercloud, often behind a curtain of heavy rain or hail.



## What to do:

### ***If you are in a house***

- » Go to the basement or take shelter in a small interior ground floor room such as a bathroom, closet or hallway.
- » If you have no basement, protect yourself by taking shelter under a heavy table or desk.
- » Stay away from windows, outside walls and doors.

### ***If you live on a farm***

- » Livestock hear and sense impending tornadoes. If your family or home is at risk the livestock will be a non-issue. If your personal safety is not an issue, you may only have time to open routes of escape for your livestock. Open the gate, if you must, and then exit the area in a direction away from the expected path of the twister.

### ***If you are in an office or apartment building***

- » Take shelter in an inner hallway or room, ideally in the basement or on the ground floor.
- » Do not use the elevator.
- » Stay away from windows.

### ***If you are in a gymnasium, church or auditorium***

- » Large buildings with wide-span roofs may collapse if a tornado hits.
- » Find shelter in another building, if possible.
- » If you are in one of these buildings and cannot leave, take cover under a sturdy structure such as a table or desk.

### ***Avoid cars and mobile homes***

- » More than half of all deaths from tornadoes happen in mobile homes.
- » Find shelter elsewhere, preferably in a building with a strong foundation.
- » If no shelter is available, lie down in a ditch away from the car or mobile home. Beware of flooding from downpours and be prepared to move.

### ***If you are driving***

- » If you spot a tornado in the distance go to the nearest solid shelter.
- » If the tornado is close, get out of your car and take cover in a low-lying area, such as a ditch.

### ***In all cases***

- » Get as close to the ground as possible, protect your head and watch for flying debris.
- » Do not chase tornadoes. They are unpredictable and can change course abruptly.

*A tornado is deceptive.  
It may appear to be  
standing still but is, in  
fact, moving toward you.*

## Surface Flood Procedures

Be proactive and install a sump pump alarm, early notification of a problem will prevent unnecessary inconvenience, property damage and loss of irreplaceable mementos. Check the operation of your sump pump regularly. Safeguard valuable items remove them to upper level. Ensure drains are not obstructed and down spouts are properly positioned to keep water away from your foundation. Turn off power and gas to the basement. Monitor basement for water entry often during heavy rains. Be careful on stairs. Mud and water soaked stairs are very hazardous.

### Driving a Vehicle during a flood

Try not to drive through floodwaters if you are in a car. Fast flowing water can sweep you away. If you are caught in fast rising waters and your car stalls, leave the car and get to high ground.



### Flood Prevention Home Check-Up

Drainage systems throughout Leduc are designed to move ground water away from dwellings and property into sewer and drainage systems.

As part of emergency planning residents should plan for flooding associated with severe weather as part of emergency planning strategy.

A good area to start with is maintaining good drainage on your residential property and is a simple prevention step of flood prevention.

A flooded yard or basement can cause serious damage to your property - and cost you, the homeowner - time, money and inconvenience.

The City of Leduc's Engineering Department can provide assistance in determining whether if the grading around your residential property is appropriate for directing water away to the drainage system.

As a homeowner there are checks you can perform to ensure water is directed away from your property.



## Good Drainage is Easy

The following are key areas for maintaining good drainage on your residential property.

This includes checking:

- » Eavestroughs and gutters.
- » Downspouts.
- » Elbows and extensions.
- » Splash pad.
- » Lot grading.
- » Concrete surfaces next to your foundation for cracks and spaces.
- » Basements for visible cracks in the interior foundation.
- » For an existing backwater valve and/or sump pump.
- » Don't store important documents in your basement.
- » Check the sump pump regularly if installed.

Some of the repairs can be costly therefore having a budget prepared to cover the cost is critical. Insurance companies may not cover all the costs associated with overland flooding damage.

### What to do:

*Before a flood*

*During a flood*

*After a flood*



## Heat Emergency

A heat warning is automatically declared when Environment Canada forecasts a humidex of 40°C or more for at least two consecutive days. Extreme heat can cause dehydration, heat exhaustion, heat stroke and even death. The very young, the old and the chronically ill are at greatest risk. However, anyone can suffer from heat-related illnesses, especially in the early summer when people have not yet acclimatized.

Risk factors for heat-related illness include living on the third floor or higher, not having air conditioning, not drinking enough or drinking fluids that promote dehydration (such as coffee), caffeinated soft drinks and alcohol. Medications like anti-Parkinson's drugs and antidepressants can also make one more vulnerable to heat.

During a heat emergency, you should drink plenty of fluids, try to find access to air-conditioning at least 2 hours a day, wear light colored clothing, including a hat, and if possible cool down in the shade or in a pool.

## Cold Weather Emergencies

Cold Weather Health Emergencies can be a serious health problem resulting from prolonged exposure to the cold. The most common cold-related problems are hypothermia and frostbite.

### Hypothermia

When exposed to cold temperatures, your body begins to lose heat faster than it can be produced.

Prolonged exposure to cold will eventually use up your body's stored energy. The result is hypothermia, or abnormally low body temperature. Body temperature that is too low affects the brain, making the victim unable to think clearly or move well. This makes hypothermia particularly dangerous because a person may not know it is happening and won't be able to do anything about it.

Hypothermia is most likely at very cold temperatures, but it can occur even at cool temperatures (above 40°F) if a person becomes chilled from rain, sweat, or submersion in cold water. Victims of hypothermia are often (1) elderly people with inadequate food, clothing, or heating; (2) babies sleeping in cold bedrooms; (3) people who remain outdoors for long periods—the homeless, hikers, hunters, etc.; and (4) people who drink alcohol or use illicit drugs.

### Recognizing the Warning Signs of Hypothermia

#### Adults:

- » Shivering, exhaustion
- » Confusion, fumbling hands
- » Memory loss, slurred speech
- » Drowsiness

#### Infants:

- » Bright red, cold skin
- » Very low energy

### What to Do

If you notice any of these signs, take the person's temperature. If it is below 35°C/95°F, if the situation is an emergency—get medical attention immediately.

If medical care is not available, begin warming the person, as follows:

- » Get the victim into a warm room or shelter.
- » If the victim has on any wet clothing, remove it.
- » Warm the center of the body first—chest, neck, head, and groin—using an electric blanket, if available. Or use skin-to-skin contact under loose, dry layers of blankets, clothing, towels, or sheets.
- » Warm beverages can help increase the body temperature, but do not give alcoholic beverages. Do not try to give beverages to an unconscious person.
- » After the body temperature has increased keep the person dry and wrapped in a warm blanket, including the head and neck.
- » Get medical attention as soon as possible.

A person with severe hypothermia may be unconscious and may not seem to have a pulse or to be breathing. In this case, handle the victim gently, and get emergency assistance immediately. Even if the victim appears dead, CPR should be provided. CPR should continue while the victim is being warmed, until the victim responds or medical aid becomes available. In some cases, hypothermia victims who appear to be dead can be successfully resuscitated.





## Frostbite

Frostbite is an injury to the body that is caused by freezing. Frostbite causes a loss of feeling and color in affected areas. It most often affects the nose, ears, cheeks, chin, fingers, or toes. Frostbite can permanently damage the body, and severe cases can lead to amputation. The risk of frostbite is increased in people with reduced blood circulation and among people who are not dressed properly for extremely cold temperatures.

### Recognizing Frostbite

At the first signs of redness or pain in any skin area, get out of the cold or protect any exposed skin—frostbite may be beginning. Any of the following signs may indicate frostbite:

- » a white or grayish-yellow skin area
- » skin that feels unusually firm or waxy
- » numbness

A victim is often unaware of frostbite until someone else points it out because the frozen tissues are numb.

### What to Do

If you detect symptoms of frostbite, seek medical care. Because frostbite and hypothermia both result from exposure, first determine whether the victim also shows signs of hypothermia, as described previously. Hypothermia is a more serious medical condition and requires emergency medical assistance. If (1) there is frostbite but no sign of hypothermia and (2) immediate medical care is not available, proceed as follows:

- » Get into a warm room as soon as possible
- » Unless absolutely necessary, do not walk on frostbitten feet or toes—this increases the damage.
- » Immerse the affected area in warm—not hot—water (the temperature should be comfortable to the touch for unaffected parts of the body) or,
- » Warm the affected area using body heat. For example, the heat of an armpit can be used to warm frostbitten fingers.
- » Do not rub the frostbitten area with snow or massage it at all. This can cause more damage.
- » Don't use a heating pad, heat lamp, or the heat of a stove, fireplace, or radiator for warming affected areas are numb and can be easily burned.

These procedures are not substitutes for proper medical care. Hypothermia is a medical emergency and frostbite should be evaluated by a health care provider. It is a good idea to take a first aid and emergency resuscitation (CPR) course to prepare for cold-weather health problems. Knowing what to do is an important part of protecting your health and the health of others.

Taking preventive action is your best defense against having to deal with extreme cold- weather conditions. By preparing your home and car in advance for winter emergencies, and by observing safety precautions during times of extremely cold weather, you can reduce the risk of weather-related health problems.

## Water Contamination Emergency

In case of water contamination, the most important thing to do is to listen to the radio and follow recommendations to prevent and contain the spread of the disease.

If you experience diarrhea and vomiting for more than one day, or if there is any blood in the diarrhea, call your family physician.

If you suspect City water is contaminated, it must be brought to a rapid, rolling boil for at least one minute before being consumed.

This includes water for drinking, baby formula, juice, cooking, ice cubes, washing food and brushing teeth. Bottled water can be used as an alternative.

*Remember: a home water softener or water filtration device will NOT remove bacteria from the water. Boiled or bottled water are the only safe alternatives.*

If your well water is contaminated by bacteria or parasites, bring the water to a rapid rolling boil and boil for at least one minute before using it for drinking, making infant formula and juices, cooking, making ice, washing fruits and vegetables, and brushing teeth. Bottled water can be used as an alternative.

Contaminated well water should not be consumed until it is determined to be potable through laboratory analysis.

Water samples should be taken from the well on a regular basis - at least three times a year and after heavy rains, or after any work is done on the well or plumbing system - to ensure the water is potable.

## Infectious Disease Outbreak

In case of a respiratory (airborne) infectious disease outbreak, the most important thing to do is to listen to the radio and follow recommendations to prevent and contain the spread of the disease.

Respiratory infections are generally spread by small droplets in the air that can settle on surfaces. To prevent the spread:

- » Cover your mouth when you cough/sneeze (with a tissue or into your elbow).
- » Wash your hands frequently, or use an alcohol-based hand cleaner.
- » Limit your contact with others.
- » When contact is necessary, keep at least a metre away from others.
- » Clean surfaces and contact points (contact points include door knobs, counters, and other high traffic areas).

A widespread infection may call for major public health measures, including:

- » Limiting public gatherings
- » Vaccination clinics
- » Antibiotic clinics



## Hazardous Chemical Release

In the case of a hazardous chemical release, do not approach the scene of the release. Back off as quickly as possible. Listen to the advice of local officials on the radio or television to determine what steps you will need to take to protect yourself.

People who may have been exposed to a biological or chemical agent may need to go through a decontamination procedure before receiving medical attention.

If you have been exposed, or think you might have been, wait at a safe distance for direction from the authorities. If you have left the scene, and have exposure or symptoms, contact the Poison Information Centre for advice. In Leduc, the number for the Poison Information Centre is 1-800-332-1414 if busy 1-403-944-1414. Take steps to avoid contaminating others.



### Shelter in place:

Shelter in place is a method of staying safe should a chemical release occur in our community. This is done because leaving the safety of your home could be hazardous.

If you are ordered to shelter in place do the following:

- » Go inside
- » Verify emergency
- » Turn on local radio/TV
- » Close all windows and doors.
- » Turn off furnace/air conditioner exhaust fans/close fireplace dampers.
- » Ensure that every family member knows where these shut off valves are located and that they are labeled for easy identification
- » Enter and seal a smaller room seal doors and windows with duct tape or wet cloths.
- » Breathe through a wet towel to filter the air
- » Continue to listen to radio or TV for further instructions.
- » Keep phone lines free
- » Unless told to do so by authorities, do not:
  - Evacuate or travel
  - Bring home children from school or other family members from work
  - Call 9-1-1 or any other authority for information



## After a Fire in your Home or Business

### Why Does There Appear To Be Excessive Damage To Your Home?

After the fire you may notice damage that appears unnecessary, such as holes in the roof, broken windows or holes in walls and ceilings. There is a good reason for this damage. Fires produce very high temperatures, and toxic smoke and gases. Firefighters must ventilate your house quickly to aid in firefighting and help reduce fire damage by making these openings. Fire can get into wall and ceiling spaces, go unnoticed and cause further damage, so openings must also be made to check for this possibility. These are standard firefighting techniques.

### Fire Investigation:

Under the Alberta Fire Code, Safety Codes Act, administrated by Alberta Labour/ Safety Codes Council, every fire must be investigated to determine origin, cause and circumstances. Leduc Fire Services has fire investigators available twenty four hours a day. In most cases the fire investigators will be the last people from Emergency Services you will have contact with. They are there for your protection and can provide valuable advice and assistance.

### Inquires

If the investigators are not in the office to take your call, please leave a detailed message indicating your name, the file number, the information you require and a number where you can be reached.



### Property Insurance

**Contact your insurance company or agent as soon as possible after the fire.** If you rent or are leasing property, contact the owner as well.

Some insurance companies maintain a 24 hour answering service. A claims agent or adjuster will be assigned your file and you will deal with that person directly.

If you are renting or leasing, **do not** assume you are covered by the owner's insurance.

It is the responsibility of the occupant to secure the property as well as possible after the fire, to prevent further loss. If you are unable to contact your insurance company, professional contractors can help.

**Remember:** Your insurance may include coverage for living expenses, clean up and repairs. If you must incur expenses for these purposes, be sure to keep receipts, your adjuster will need them.

- » Insurance Bureau of Canada: 780-423-2212
- » Alberta Housing & Consumer Affairs: 780-427-4088

### Returning to your Home /Business

You can return to your home once Leduc Fire Services has finished investigating the fire, unless the building inspector judges the house to be unsafe. This is subject to the regulations of the current building code. If there is a ribbon or fire investigation tape in place at your property, contact the investigator to ensure it is okay to enter.

### Turning Utilities Back On

**Do not attempt to reconnect utilities yourself.** Utility companies do not make repairs inside the house. It is your responsibility, or that of your insurance company to arrange this. Damage occurring to water, sewer, power, or natural gas installations inside the dwelling **MUST** be repaired under permit, and inspected by the appropriate agency before they can be turned on.

## Documents, Records & Valuables

Important documents and records can be damaged or destroyed as a result of a fire or other disasters. Access to these is often essential to your wellbeing. For this reason, Leduc Fire Services has provided a list of documents that should be located if possible.

- » Birth Certificate
- » Marriage License
- » Driver's License
- » Divorce Decree
- » Credit Cards
- » Animal Registration
- » Bank Book
- » Medical Records
- » Passport
- » Income Tax Records
- » Automobile Registration
- » Death Certificates
- » Insurance Policies
- » Land Titles
- » Citizenship Papers
- » Warranties
- » Stocks and Bonds
- » Wills
- » Old Age Security I.D Card
- » Title to Deeds
- » Social Insurance Card

Remove as many valuables as possible if you must stay elsewhere. The investigator or official will accompany you to recover these items, and a record will be kept of what is removed from your home.





# Emergency Number Directory

## In an emergency... dial 9-1-1

» **Distress and Suicide Line:** 780-482-HELP (4357)



<b>Leduc Fire Services</b>			
<b>General Information</b>	780-980-8475	<b>Chief of Fire Investigations</b>	780-980-8485
<b>Police (RCMP)</b>			
<b>Complaint line (24 hours)</b>	780-980-7267	<b>Information desk</b>	780-980-7200
<b>Distress assistance</b>			
<b>Canadian Red Cross</b> <i>(Monday - Friday, 8:30 a.m. - 4:30 p.m.)</i>	1-888-800-6493 780-423-2680	<b>Family and Community Support Services</b>	780-980-7109
<b>Victim Services</b>	780-980-7232	<b>Health Link Alberta</b>	1-866-408-5465
<b>Salvation Army, Emergency Relief Services</b>	780-919-2431		
<b>Utility Services - 24 hour emergency numbers</b>			
<b>AltaGas</b>	1-866-222-2068	<b>City of Leduc / Water</b>	780-980-7177
<b>Fortis Alberta</b>	780-310-WIRE (9473)	<b>City of Leduc - After Hours Emergency Water/Sewer</b>	780-980-7108
<b>Animals/pets</b>			
<b>Leduc Veterinary Hospital</b> <i>(Monday - Friday 8 a.m. – 5 p.m.)</i>	780-986-3269	<b>Guardian Veterinary Service</b> <i>(after hours emergency)</i>	780-436-5880
<b>Enforcement Services</b>			
<b>Enforcement Complaint Line</b>	780-980-7200 (option 5)		

## References:

- » [Leduc.ca/City Government/Departments/Emergency Management](http://Leduc.ca/City_Government/Departments/Emergency_Management)
- » [cohs.ca/oshanswers/phys\\_agents/cold health](http://cohs.ca/oshanswers/phys_agents/cold_health)
- » [aema.alberta.ca](http://aema.alberta.ca)

