

# Preparing for Emergencies

## Know the risks

Have you ever thought about what could disrupt the lives of people living and working in Norfolk? The Community Risk Register is published by the Norfolk Resilience Forum and provides information about the hazards that may affect our County. The following, in no particular order, are some examples:



- Flooding (coastal, river or surface water)
- Fire
- Power failure
- Severe weather (e.g. snow, gales, heat wave)
- Transport incidents
- Pollution incidents (air, land and water)
- Industrial incidents
- Epidemics (e.g. influenza)

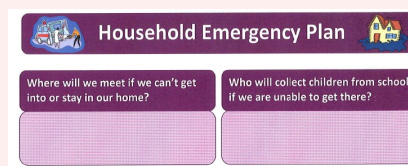


Full details of the Community Risk Register are available on the Norfolk Prepared website: [www.norfolkprepared.gov.uk](http://www.norfolkprepared.gov.uk)

## Be prepared

There are many simple things that you can do to be better prepared. We have a range of information leaflets available on the website. Two important things to consider are:

- Prepare a Household Emergency Plan and Kit



- If you are at risk of flooding, register with the Environment Agency Floodline Warnings Direct to receive flood alerts (Tel: 0845 988 1188 Website: [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk))

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# Preparing for Emergencies

## Other things that you can do

- A smoke alarm could save your life! It's an early warning system which warns you almost as soon as a fire starts, giving you time to alert everybody in your household and time to make your escape. **Do not delay** in fitting a smoke alarm - it can only protect you if properly fitted and tested. For further information: [www.norfolkfireservice.gov.uk](http://www.norfolkfireservice.gov.uk)

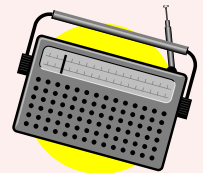


- Have an **"Emergency Friend"** who you can trust to help you in an emergency
- Make sure you know the emergency arrangements for your children at school or for those at your work place



- Have you saved an **ICE** (In Case of Emergency) contact in your mobile phone? This is a quick and easy way for the Emergency Services to find the contact details of your next of kin if you are injured or unable to tell them who to contact. Type the word 'ICE' before the name, e.g. ICE1 Mum, ICE2 Dad etc.

- Know how to turn off electricity, gas and water supplies in your home
- Know how to tune into your local radio stations as they will provide information in the event of an emergency. In some emergencies you may be advised to 'Go In, Stay In, Tune In'



- Find out if your workplace has a Business Continuity Plan and how it may affect you
- Consider attending a first aid course
- We all love our pets, see our leaflet 'Preparing your Pets for Emergencies'
- Talk with others about what you would do in an emergency



- Store important documents safely and securely where you will be able to get them in an emergency
- Be a good neighbour and help those who might be vulnerable and need assistance

See our range of 'Norfolk Prepared' leaflets for advice on specific emergency situations



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# Preparing your Home for Flooding



## Are you at risk of flooding?

Flooding can come from several sources: coastal, rivers or surface water. 42,500 properties are potentially at risk of flooding in Norfolk from rivers or the sea. Over 5 million people in England and Wales live and work in properties that are at risk of flooding from rivers or the sea. There are a number of things you can do in advance to prepare for flooding and minimise the impact.

## What can you do?

- Check with the Environment Agency to find out if your home is at risk of flooding and register to receive warnings. If you receive a warning, take action!
- If your home or business is at risk you can register with the Environment Agency to receive alerts of potential river or coastal flooding, sign up to Floodline Warnings Direct
- Get to know the flood warning codes and what they mean
- Consider whether to buy flood protection equipment to protect your home:-  
[www.environment-agency.gov.uk/homeandleisure/floods](http://www.environment-agency.gov.uk/homeandleisure/floods)
- Make sure your mobile is fully charged before loss of power
- Put together your Emergency Kit and prepare your Household Emergency Plan-see our range of leaflets available on the website
- Listen to your local radio for up to date information and weather updates
- **Remember** - make sure that you take some action when you receive a flood warning message. It is a free resource so make sure you use the luxury of time!



Floodline: 0845 988 1188

Website: [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

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# Preparing your Home for Flooding



## Insurance

- Are you adequately covered for flood risks?
- Do you have 'new' for 'old' cover?
- Are your home contents correctly valued?
- Is your vehicle/caravan covered for flood damage?
- Keep details of insurance documents in your Emergency Kit
- Take photos of your valuables and store them, along with the pictures, in a safe place
- If you suffer damage due to flooding, take photos of damaged items to help support any insurance claim
- If you do need to have damage to your property repaired, beware of rogue traders. Consider using a Norfolk Trusted Trader. Call Trading Standards on **0344 800 8020** or visit [www.norfolk.gov.uk/trustedtrader](http://www.norfolk.gov.uk/trustedtrader) for more information
- There is useful information available on the Association of British Insurers website: [www.abi.org.uk/Information/Consumers](http://www.abi.org.uk/Information/Consumers)



## Prepare a Plan

### Prepare a Household Emergency Plan and include details of:

- How will you receive flood warnings?
- Where will you put flood defences, if you have them, and need to put them up?
- Where will you evacuate to if you have to leave your home?
- How will you protect your possessions such as furniture etc?
- How will you protect your valuable and irreplaceable items?
- How will you protect your pets?



**Have a rehearsal of your plan to make sure it works and everyone knows what to do**

**See our range of 'Norfolk Prepared' leaflets for advice on specific emergency situations**



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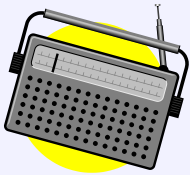


# Preparing for Severe Weather



## At Home

- Make sure you have enough insulation around your water tank, loft and external water pipes
- Check you have de-icer, salt/grit and the necessary tools to keep your home safe and clear of snow or ice
- Consider getting together with neighbours to clear footpaths and community areas
- Check the condition of trees/structures near your home
- Keep unused garden furniture etc. under cover in a shed or garage, if space allows, so they do not blow away and possibly cause damage to your home or car
- Always listen to your local radio or TV channel to get the latest weather warnings. Severe weather warnings will be on the Met Office website: [www.metoffice.gov.uk](http://www.metoffice.gov.uk)
- Disruptions to power, telephones and water supplies are rare but can happen during severe weather events. Some key messages to help you stay safe and as comfortable as possible during any disruption can be found in the 'Preparing for Loss of Utilities' leaflet
- Keep 'Warm and Safe in Winter'. Did you know you can get your electric blanket tested free of charge? Call Trading Standards on 0344 800 8020 or visit [www.norfolk.gov.uk/consumeradvice](http://www.norfolk.gov.uk/consumeradvice)
- If leaving your house unoccupied for an extended period of time when icy conditions are likely, set your heating to come on for a short time to stop internal pipes freezing and open your loft hatch to circulate heat around your loft tank
- Check on neighbours, especially those who are elderly or vulnerable, to see if they need help



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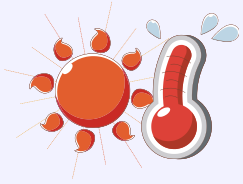


# Preparing for Severe Weather



## Wellbeing

- Stay active - if you are going outside wear several layers, to avoid losing heat, and cover your head
- If you're eligible get your flu vaccination from your doctor
- You can reduce the risk of spreading infectious diseases by maintaining basic good hygiene, by covering your nose and mouth when coughing or sneezing and disposing of your tissue promptly and carefully



- It's not only winter weather that we need to think about, a heat wave can cause problems too. Try and plan your day in a way that allows you to stay out of the heat and avoid the hottest part of the day (11am-3pm)
- Identify cool rooms for the more vulnerable family members
- Drink plenty to avoid dehydration

## Winter Driving

- Consider whether you really need to make the journey. If so, make sure that you and your car are fully prepared for the trip
- Check your car thoroughly before setting off and leave plenty of time for your journey
- Get an update on the weather forecast and keep listening to local radio for updates on weather and road conditions
- Even on short journeys you could become stranded in your car, think about what you would do if this should happen and make sure you are equipped to deal with it
- Check the Highways Agency website for more detailed information: [www.highways.gov.uk](http://www.highways.gov.uk)



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# Preparing for Loss of Utilities

## Loss of Electricity

- Keep a torch and spare batteries (or wind-up torch) handy - prepare an Emergency Kit
- Try to keep a battery-operated radio handy as local stations broadcast helpful information
- Most modern cordless phones won't work during a power cut, keep an ordinary telephone for emergencies
- If your stair lift is mains operated, it will stop where it is during a power cut. Check whether there is a manual release handle or battery back up to return you safely to ground level. Contact your manufacturer for more information
- Register with your utility provider if you consider yourself to be vulnerable

### If you do lose power:

- Check your trip switch and also check with your neighbours to see if they have lost power. Knowing if others are affected will make a difference to what you should do
- If there is a power cut, always contact your supplier to report the fault
- Take care using candles, naked flames and portable heating. Never leave lit candles in unoccupied rooms or with unsupervised children or animals



## Loss of Water

- Occasionally there may be a disruption to your water supply because of burst pipes and other operational issues
- Check if your neighbours have also lost services. Knowing if others are affected will make a difference to what you should do



- Contact your water supplier to report the problem and ask for information
- Register with your water provider if you consider yourself or a family member to be vulnerable. Your water supplier can help when supply is interrupted, with special tariffs, alternative ways of getting information and reassurance against bogus callers

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# Preparing for Loss of Utilities

## Loss of Telephones

- Have a non-mains powered phone available to use in the event of a power failure and keep a mobile phone charged and ready for use



- Check if your neighbours have lost services, knowing if other are affected will make a difference to what you should do
- Contact your supplier to report the fault and ask for any further information
- Listen on a battery powered or wind up radio for public service announcements in your area
- Register with your provider if you consider yourself to be vulnerable

## Loss of Gas

- If gas is lost for a prolonged period of time, being prepared with alternative heating for 1 or 2 rooms can make the situation easier
- To report poor gas pressure or a loss of your gas supply call the national gas emergency number on **0800 111 999**
- To conserve existing heat in your home, use just one or two rooms - the kitchen and adjacent room are usually good choices. Keep doors closed to keep the heat in
- Ensure all gas appliances are checked annually by a Gas Safe registered engineer



### Five easy steps if you smell gas:

1. Turn off gas appliances and the gas supply at your gas meter
2. Open doors and windows to ventilate the property
3. Extinguish all naked flames, such as cigarettes and candles
4. DO NOT turn electrical appliances on or off, this includes light switches
5. Call the national gas emergency number immediately on **0800 111 999**

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# Preparing your Pets for Emergencies



## Indoor Pets

**Do you have indoor pets such as birds, rodents, cats or dogs?**



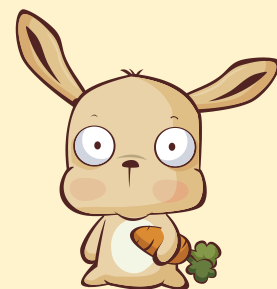
- Obtain a suitable secure pet carrier for your pet
- Obtain a suitable harness/lead for your pet
- Make sure your pet has a collar with name tag and telephone number
- Make sure your correct contact details are registered if your pet has been micro-chipped. If not, get your pet micro-chipped
- Keep a recent photo of your pet showing any distinguishing marks
- If your pet is on medications—make a list of them
- Keep copies of pet vaccination certificates and other important pet documents in your Emergency Kit



## Garden Pets

**Do you have garden pets like rabbits or guinea pigs?**

- Make sure that hutches are in good repair and are weather tight
- Can you move hutches into a shed or garage to protect animals in poor weather
- Always keep a stock of food and bedding in case you are unable to go shopping
- Check your pet's drinking water as it may freeze in cold weather
- Be sure to regularly check on the welfare of your garden pets



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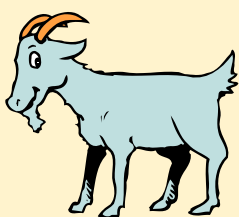
# Preparing your Pets for Emergencies



## Livestock

### Do you have livestock such as chickens, goats or horses?

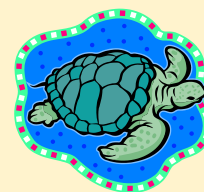
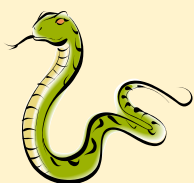
- Make sure that coops and stables are in good repair and weather tight. Check fences, gates and hedges
- Is the location where your animals are kept safe from flooding or other danger? If the location is at risk of flooding find a site nearby that is not at risk so you have somewhere to evacuate your animals if you need to
- If danger threatens, make arrangements so that your animals can be put in their shelters and have adequate food and water
- If you cannot move your animals, find out who can and make arrangements with them to do so
- Keep a stock of feed and bedding for your animals
- If you do need to move your pet goat or pig to another location in an emergency, be sure to contact Norfolk County Council Trading Standards on 0344 800 8020 for advice



## Exotic Pets

### Do you have exotic pets such as lizards, snakes or fish?

- Can your pet be transported? Do you have a secure and safe carrier?
- How can you maintain the right conditions for your pet?
- Maintain a stock of feed and bedding for your pet
- Who can look after your pet if you need to evacuate, a pet buddy?



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# Preparing for Evacuation

## Evacuating your Home

Often the message from the Emergency Services is to “Go In, Stay In, Tune In” but sometimes if there is a serious threat to human life or welfare (for example, a gas leak, explosion or flooding) then it may be necessary to evacuate. If the Emergency Services tell you to evacuate your home you should do so. Refusing to leave on their advice will put you, and those trying to help you, at risk. Local Authorities have designated Emergency Rest Centres that can be opened if a large number of residents have to leave their homes, however, resources may be limited and if possible you should try to stay with family or an Emergency Friend.

## What is a Rest Centre?

- Emergency evacuation points such as schools, halls, community centres or even pubs can provide immediate shelter for people who have been evacuated
- Pre-designated locations can be opened as rest centres which are staffed by volunteers and provide basic facilities for sleeping, feeding and other welfare needs
- Transport to and from rest centres is often provided, including specialist transport and support for those who require it
- If you are evacuated to a rest centre in an emergency you do not have to stay there, once you have gathered your thoughts you may prefer to contact a family member or friend to stay with. All we ask is that you notify a member of staff that you are leaving

## What about pets?

- In extreme circumstances it may not be possible to take pets with you. In flooding incidents, the advice may be to place your pets upstairs at home or on high ground
- Emergency rest centres have limited capacity for pets but you will be required to bring your own cage/carrier. We will do everything possible to provide accommodation at a particular centre. However, it will be at the discretion of the rest

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# Preparing for Evacuation

## Evacuation Advice

- Follow the instructions from the Emergency Services or Local Authority
- Remain calm and leave as quickly as possible— listen carefully to the messages from the emergency services, if you need specialist assistance, such as adapted transport or medical support you will be told how to obtain this
- Check neighbours to ensure they know what is happening, or to help if needed
- Gather family members and pets together and prepare to leave your home - plan somewhere to meet members of your household in case you are separated from one another - develop a Household Emergency Plan
- Use the transport provided, where made available
- If using your own vehicle, follow directions, do not enter restricted areas or closed roads and be aware that parking can be limited at some emergency centres
- Take with you:
  - Prescribed medicines, toiletries and everyday medicines
  - Your Emergency Kit—see “Developing a Household Emergency Plan”
  - Change of clothing
  - If appropriate, baby clothing, nappies and associated toiletries
  - Special dietary foods if relevant
  - Important documents, valuables
  - Important telephone numbers of friends and relatives
  - Baskets or cages and leads for pets
  - Personal items such as glasses, mobile telephone, keys, cash or credit cards
- Make sure fires are out and turn off gas, water and electricity supplies, if advised to do so. Allow adequate ventilation prior to turning them back on once it is safe to do so
- Secure your property
- Report to the allocated Emergency rest Centre
- Do not return home unless you are told it is safe to do so

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# Developing a Household Emergency Plan



## Why should I prepare a Household Emergency Plan?

One of the most important things you can do to prepare for an emergency is to spend a few minutes putting together a Household Emergency Plan and making sure all your family know about it. Having a plan can help you deal quickly and effectively in a stressful situation. It doesn't need to be complicated, just ask yourself the question 'What if?' and then find the answers. Think about emergency friends, important contacts and how people would know your needs in an emergency. Follow the advice in this leaflet, develop a Household Emergency Plan and be better prepared.

## Emergency Friends

Why not identify an "Emergency Friend"? Someone you can trust who can help you in an emergency, perhaps a close neighbour and a friend who lives further away. Emergency Friends can help each other if one of their homes or members of family have been affected by an emergency. Some examples are:

- Swapping house keys. You never know when you might lock yourself out or your pet needs to be fed if you get stranded away from home.
- If you are suffering from an infectious disease, like flu, the NHS might ask you to send someone to collect your medication for you.
- Be an emergency point of contact for family members who may be separated in an emergency.
- Provide each other with a place to stay if you have been evacuated from your home or if it's been affected by a flood, fire or utility failure.
- Keep copies of important documents safe for each other

Make sure all your family know who your Emergency Friends are and make a note of them in the Household Emergency Plan. Have a chat with each other so that you know how you can be of help.

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# Developing a Household Emergency Plan

## Put together an Emergency Kit

During an emergency we may need to get by without power or water. If you had to evacuate your home, it would be useful to have some essential items to hand that would make life easier. The contents will vary according to your needs, but consider:

- A list of important contact details
- Copies of important documents (insurance details etc)

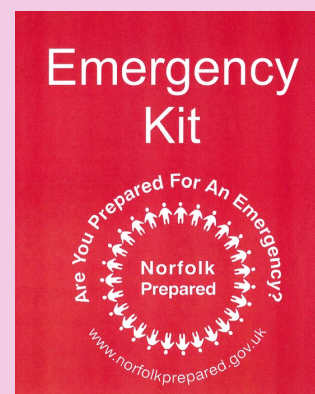


- First aid kit
- Torch and spare batteries/wind up torch
- Radio and spare batteries/wind up radio
- Details of prescription medication
- Spare pair of glasses or contact lenses
- Mobile phone charger
- Basic toiletries
- Pencil/pen and notepaper



A few more things that you might want to consider:

- Bottled water
- Spare keys to home and car
- Small amount of cash
- Dried or canned food (and a can opener)
- Prescription medications
- Supplies for babies or small children
- Pet's supplies



## Be a good neighbour



In emergencies some of your neighbours may be more vulnerable than others, so get to know your neighbours now! For example, the elderly, very young or disabled are more vulnerable to extreme heat or cold. Helping your friends and neighbours is important and can save lives. Just checking that someone is well, maybe collecting a bit of shopping or having a chat may make the world of difference. Together we are stronger, so why not consider a community emergency plan? These can help co-ordinate activity during an emergency, such as checking on vulnerable neighbours - see our website for more information.

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# Household Emergency Plan



Where will we meet if we can't get into or stay in our home?

Who will collect children from school if we are unable to get there?

Neighbours we will check on

Emergency Friend who can collect medicine or supplies if needed

Where we can stay if we are evacuated?

Who would look after our pet if we were unable to?

Details of where we turn off:

Electricity:

Water:

Gas:

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# Household Emergency Plan



## Important contact details

Organisation	Contact Number	Notes/Ref. Number
Emergency Services	999	
Police (Non Emergency)	101	
NHS Direct	0845 4647	
Environment Agency Flood Line	0845 9881188	
Norfolk County Council	0344 800 8020	
District Council		
Doctor		
Electricity Provider		
Electricity Emergency Number	0800 783 8838	
Telephone Provider		
Gas Provider		
National Gas Emergency Number	0800 111 999	
Water Provider		
School		
Work		
Neighbour		
Insurance House		
Insurance Home Content		
Insurance Car		
Insurance Pet		
Insurance Travel		
Bank (Non Confidential Information)		



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