

In an emergency:

- Do you know what to do?
- How do you access local information?
- What supplies should you keep at home?
- What personal items would you need if you had to leave your home?
- How would your business or workplace be affected?

“Torbay is a safe place to live and work but it is possible that emergencies such as flooding, fires or chemical incidents could occur and impact upon your home and family. Whilst the emergency services would take a lead role in responding to the incident and maintaining public safety, there is a great deal that you can do to help yourself during an emergency. This leaflet provides useful advice on how to prepare and protect yourself, family, and home and also vulnerable neighbours that might rely on your help”.



Councillor Robert Excell - Emergency Planning Champion

Important information. Please don't throw this away - you may need it in an emergency.

What you can do

If you are involved in any emergency it is important to:

- Make sure **999** has been called if people are injured or if there is a threat to life;
- Not put yourself or others in danger;
- Follow the advice of the emergency services;
- Try to remain calm, think before acting and try to reassure others;
- Check for injuries – remember to attend to yourself before attempting to help others.

If you are not involved in an accident but are close by or believe you may be in danger, in most cases the advice is: **GO IN, STAY IN, TUNE IN**

Preparation for an emergency

Take time to find out:

- Where and how to turn off water, gas and electricity supplies in your home;
- How your family will stay in contact in the event of an emergency
- If any vulnerable neighbours might need your help;
- How to tune in to your local radio station

Flooding

Are you at risk of flooding?

- Call Floodline on **0845 988 1188** for advice on how to prepare for flooding and action to take.
- Keep a flood kit including wind-up/battery powered torch and radio, spare batteries, bottled water, ready-to-eat food, bottle/tin opener, rubber gloves, wet wipes or antibacterial hand gel, first aid kit and blankets;

If there is a likelihood of flooding:

- Protect doorways and low level air vents with flood boards, sandbags or refuse bags filled with earth;
- Turn off gas and electricity;
- Move as much as you can, including food, upstairs;
- Keep vital possessions, such as financial and legal documents and items of sentimental value, upstairs or stored as high as possible in waterproof containers;
- If you are trapped by flooding, remain near a window to attract attention;
- Check on your neighbours, particularly those who may be unable to help themselves.

Airborne hazard (e.g. chemical accidents, toxic fumes and smoke)

- **GO IN, STAY IN, TUNE IN**
- Go indoors, shut all doors and windows and tune in to your local radio station;
- Switch off air conditioning or fans;
- If you have children at school, it may not be safe to collect them. Tune in to your local radio station for further information and advice about arrangements to collect children;
- Listen to radio/TV announcements for further information and advice.

Evacuation

In certain situations, you may be asked to leave your home by the emergency services. If this happens, leave as quickly and calmly as possible. If you have time:

- Turn off electricity, gas and water supplies, unplug appliances and lock all doors and windows;
- Try and take with you:
 - A list of useful phone numbers e.g. Doctor / close relatives;
 - Home and car keys;
 - Toiletries, sanitary supplies, prescribed medication, warm clothing;
 - Mobile phone;
 - Cash and credit cards;
 - Insurance details.

When you are told it is safe to return home, open windows to provide fresh air before reconnecting gas, electricity and water supplies.

Priority services

Householders with special care needs who depend on gas, electricity and water supplies can register priority service needs with their respective utility companies.

What businesses can do

Think about and plan for potential disasters well in advance. Areas for consideration include:

- Large-scale temporary absence of staff;
- Permanent or long-term loss of staff;
- Denial of access to premises;
- Disruption to transport;
- Loss of mains electricity;
- Loss of mains water and sewerage;
- Loss of oil, fuel, gas supplies;

- Loss of electronic communications;
- Impact on suppliers and customers.

More information on Business Continuity Planning can be accessed at www.preparingforemergencies.gov.uk

Where to get information in an emergency

Local radio is one of the main sources of information for the public:

- Gemini FM 96.4 FM
- Radio Devon 104.3 FM
- Palm FM 105.5 FM

Useful telephone numbers (also refer to the BT phone book)

Police/Fire/Ambulance/Coastguard	999 or 112
Gas (National Gas Emergency Service)	0800 111 999
Electricity (Western Power Distribution)	0800 365 900
Water (South West Water)	0800 169 1144
Environment Agency Floodline	0845 988 1188
NHS Direct	0845 4647
Torbay Council	01803 201201
School	
House Insurance	
add your useful numbers here:	

This document can be made available in a range of other formats. For further information please contact (01803) 207045.