




# Don't be scared, be well prepared!

Emergency planning advice  
for you and your family

How to help protect yourself, your family and  
home in an emergency such as a flood, fire,  
storm, power cut or gas leak...

Please read and keep this booklet safe



## This simple guide will help you and your family in an emergency

**While this booklet is about what can go wrong, you must remember we do live in a relatively safe place**

*It does not require any special knowledge, only a few minutes of your time and a discussion with your family members to agree what you will do. This will mean your family and home are better protected.*

**Please keep this leaflet in a safe place.**

## Events that could occur

*Emergencies and incidents that could affect your family or home include:*

- **Weather related**  
*(flooding, storms, snow, heatwave)*
- **Industrial**  
*(loss of power, heating or water, chemical or nuclear leak)*
- **Disease**  
*(pandemic flu or animal disease)*
- **Major transport accident**  
*(road, rail, air, sea)*
- **Public safety**  
*(fire or terrorism)*
- **Coastal pollution**  
*(oil or other cargo washing ashore)*

## Quick reminder

- In an emergency dial 999
- If the danger is inside get out
- If the danger is outside get in
- Follow instructions given by the emergency services
- Prepare and practise your emergency plan
- Put key numbers in all mobile phones
- Keep an emergency bag
- Maintain your home
- Stay calm

## When an emergency occurs

**Dial 999**  
In any major emergency, the emergency services will attend the incident and control the scene

# 999

- Do not put yourself or others in danger
- Always follow any instructions given by the emergency services
- Remain calm, think before acting. Consider the hazards!
- Check for injuries – remember to attend to yourself before helping others
- Be aware of the needs of others such as children, the elderly or the infirm



## What else you should do

*Common sense will often tell you what to do in an emergency, but the general rule is...*

### If the Danger is outside: Go In, Stay In, Tune In

- Close all windows and doors
- Stay there until you are contacted by the emergency services or are told that the emergency is over
- Listen to local radio or TV news for updates
- It may not be safe to collect children from school - you could be putting them in even greater danger. Schools have emergency plans so pupils will be cared for. If you are still worried phone the school

### If the Danger is inside: Go Out, Stay Out

- Do not go back into the building
- Contact the emergency services and give them all the details

# How you can prepare for an emergency

You should have a **home emergency plan**. Ideally it should be written, but it could just be a discussion on what you would do in an emergency. Try to avoid alarming younger members of the family. It should cover:

- The potential risks in your home and the surrounding area
- How and when to call the emergency services
- Escape routes – how to get out of the house / area
- Where to meet if separated – a nearby landmark or a friend's house
- An alternative meeting place further away from your home
- Emergency contacts – someone to call and say you are safe (Put the numbers in all mobile phones)
- A safe secure place for important documents
- How to switch off water, gas and electrics
- An emergency bag – useful items to take with you
- A box of essentials to last three days if you cannot leave home
- How to make the home secure – locking doors and windows



## Maintaining your home

*You can take actions to reduce the chances of an event occurring in your home:*

- Install and regularly check smoke detectors
- Consider installing a carbon monoxide detector
- Repair damage that could be made worse by severe weather
- If you are in an area that may flood have sandbags and boards ready to help stop water entering through doors or air bricks
- Make sure that you have adequate insurance

## Leaving your home

In some cases you may be advised to evacuate your home. If you can, grab your emergency bag, switch everything off and lock your home. Rest Centres will be provided in a school, leisure centre or other suitable buildings where you will be safe and sheltered. If you choose to make your own arrangements, such as staying with friends, please let someone know you are safe.

The decision to evacuate will be based on community safety and could be for many reasons including a flood, the threat of explosion, or a fire.

## Your emergency bag

An emergency bag should hold information and items that may be useful in an emergency. The bag should be small enough to carry and be stored in a safe and secure place where family members can find it. The bag should be checked regularly. Your bag could contain:



- Copy of your home emergency plan
- Details of regular prescription items for your family
- Paper copy of useful telephone numbers (*e.g. family, friends, insurance company, utilities, doctors etc.*)
- Mobile phone and charger
- Important documents (*e.g. passport, insurance certificates etc.*)
- National Health Service numbers (*your doctor's receptionist can tell you these*)
- Important computer information stored on disk / USB
- Toiletries
- First Aid Kit
- Antibacterial hand gel
- Bottles of water
- Snack bars / chocolate
- Wind up or battery radio including spare batteries
- Wind up or battery torch with spare batteries
- Notebook and pen / pencil
- Essential keys (*e.g. house / car / work*)
- Special items (*e.g. glasses / contact lenses, items for babies, children, the elderly and disabled*)
- Cash / debit / credit cards
- Other items you may need – make a list (*e.g. playing cards, colouring or puzzle book, children's toys*)

Or, if you cannot leave the house,  
**keep these items in a separate box:**

- Enough tinned or packet food to last three days
- Bottles of water
- Flu and cold medicines
- Spare toiletries
- Candles and matches (*keep away from children*)
- Camping stove

*Remember to check dates and regularly replace food and water.*

## Driving Tips

*Check driving conditions before you leave home. In case of an emergency carry:*

- Food and water
- Blankets
- Torch
- Map
- First aid kit and personal medication

Drive safely and don't drive when you are tired. Take regular breaks on long journeys. Check fuel, oil, water and tyre pressure before you set out.

## Looking after pets

*Keep a separate emergency bag for pets in case they need to be evacuated. Contents will depend on the type of pet but may include:*

- Water, food and bowls
- Leash / muzzle / harness
- Medication, health records, license numbers and microchips numbers
- Blanket, pet carrier or cage
- Photo of your pet in case it gets lost
- Plastic bags for waste



## Have you put ICE in your mobile?

*Eight out of ten people in the UK carry a mobile phone most of the time. The emergency services are trained to check for the ICE number.*

Standing for 'In Case of Emergency', ICE allows the emergency service to contact someone. Think carefully about who you choose as an ICE partner because that person may need to give consent for medical treatment. If you want more than one ICE contact, save them as ICE1, ICE2 etc. There is no easier way of letting the emergency services know who to contact if you are in an accident. If you don't carry a mobile you can keep the same information in a wallet or purse.

## Additional preparation

*To prepare for an emergency, you could think about:*

- The emergency procedures at your workplace and children's schools
  - Whether any elderly or vulnerable neighbours might need your help
  - Stocking up with adequate provisions for 3 days in case you are unable to leave your home, e.g. bottled water, tinned non-perishable foods, etc.
  - Finding out if you live in an area at risk from flooding and take relevant precautions to protect your home.
- Go to [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)





## Keep useful numbers in your phone and on a list

Put these numbers in your mobile phone or on a handy list near to your home phone as well as in your emergency box:

<b>NHS Direct</b> ( <i>medical advice</i> )	0845 4647
<b>Flu Information Line</b>	0800 1513 513
<b>Environment Agency Floodline</b>	0845 988 1188
<b>Non-emergency Police enquiries</b>	08452 777 444
<b>Gas Leaks</b>	0800 111 999
<b>Power Cuts</b>	0800 365 900
<b>Water Leaks</b> ( <i>non household</i> )	0800 169 1144
<b>Coastguard Infoline</b>	0870 600 6505
<b>Highways Agency Information Line</b>	08457 50 40 30
<b>Anti Terrorism Hotline</b>	0800 789 321
<b>Crime Stoppers</b>	0800 555 111
<b>Work</b>	.....
<b>School(s)</b>	.....
<b>Emergency Contacts</b>	.....
<b>Local Council helplines</b>	.....
<b>Doctors</b>	.....
<b>Dentist</b>	.....
<b>Hospital</b>	.....
<b>House Insurer</b>	.....
<b>Car Insurer</b>	.....
<b>Fire and Rescue</b> ( <i>general enquiries</i> )	.....

(Telephone numbers correct at time of printing)

## Local radio

Local radio and television news are usually a reliable source of information. Make a note of how to tune in where you live.

<b>BBC Radio Devon</b>	94.8	95.7	95.8	96	103.4	104.3
<b>BBC Radio Cornwall</b>	95.2	96	103.9			
<b>Atlantic FM</b>	105.1	107				
<b>Heart</b>	96.4	96.6	97	103		
<b>Pirate FM</b>	102.2	102.8				
<b>Radio Scilly</b>	107.9					



# Your Local Resilience Forum (LRF)

*The Emergency Services, Local Government, Health Services and many other organisations have come together to form the Devon, Cornwall and Isles of Scilly Local Resilience Forum (LRF)*

The LRF and their member organisations have plans in place to respond to local risks and hazards. The aim of these plans is to save lives, contain danger, protect the public and to minimise the effects so we can all return to normality as soon as possible.

During a major or widespread incident resources could be stretched and services may need to be prioritised. That is why it would help if individuals and communities can prepare themselves and their families for emergency situations.

Each and every household can help by making their own plans and by knowing what to do in an emergency. Go to [www.dcisprepared.org.uk](http://www.dcisprepared.org.uk) or to your local council website for more information.



Devon - Cornwall - Isles of Scilly



Local Resilience Forum

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 incident 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.

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