

ARE YOU PREPARED?



BEFORE



DURING



& AFTER

Resident Emergency Preparedness Guide

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The content in this guide has been adapted from resources by the City of Surrey Emergency Program, Province of BC, Government of Canada and North Shore Emergency Management Office. While every reasonable effort was made to ensure its accuracy of the guide's contents, the City of Port Coquitlam does not guarantee the accuracy of the information. Last updated: Fall 2022

Overview

Know What to Do Before, During and After

How well you prepare now will determine how well you get through an emergency, be it a power outage, severe storm, flood, fire, earthquake, chemical spill or other incident. This guide explains:

- The steps you should take now, **BEFORE** a disaster,
- How to stay safe **DURING** a disaster, and
- What you need to do **AFTER** a disaster to be safe, comfortable and start the recovery process.

Please read and act on this information, and keep a copy of this guide in a place that is accessible and known to everyone at home.

If a major emergency occurred right now, would you and your family know how to stay safe?

Do you have the supplies and knowhow to be on your own for three to seven days afterwards, while services are being restored?



Port Coquitlam's Emergency Program

Our Emergency Program prepares for large-scale emergencies through:

TRAINING

- **Staff:** emergency preparedness, response and operations
- **Volunteers:** emergency preparedness and response

COMMUNITY EDUCATION

- Free resident courses (*see below*)
- Business preparedness
- Displays at events
- Online resources

PLANNING

- Preparedness plans and exercises
- Regional preparedness activities
- Stockpile of equipment and resources

RESPONSE

- Emergency Support Services (ESS): reception centres, food, clothing, lodging, family reunification and other support
- Restoration of City services

Learn Two Valuable Skills – for Free

The City's free emergency preparedness courses teach residents how to survive on their own after a disaster while services are restored. Learn about:

- **Personal Preparedness** – Local hazards, supplies, earthquake preparedness and more.
- **Basic Fire Suppression** – Includes hands-on fire extinguisher training.



- Free to Port Coquitlam residents – *advance registration required*
- Ages 16 and up
- Held on several Saturdays each year, half-day sessions at No. 1 Fire Hall, 1725 Broadway St.
- Includes hands-on training, refreshments

Go to portcoquitlam.ca/ep or call 604.927.5466 for details or to register for a free class. See the website to learn about other EP resources.

Minimize Home Hazards

Go through your property and imagine what could happen during an earthquake, flood or other emergency.

While checking for hazards, identify safe places in each room of your house, as well as danger zones (e.g. near windows, swinging doors, tall or hanging objects, chimneys or gas appliances).



Appliances

- ❑ Secure refrigerators, top and bottom, with plumber's tape (perforated metal strapping). Screw one end into a wall stud and fasten the other to a structural component (not the coils).
- ❑ Secure your water heater. If there is more than 1-2 inches between your tank and the wall, screw a wooden block (e.g. 2x4) to the wall studs to create a snug fit. Also fasten the tank to the wall using heavy gauge metal bands or nylon strapping.
- ❑ Secure gas appliances such as stoves or clothes dryers to a wall stud.
- ❑ Secure wood-burning stoves based on manufacturer instructions.
- ❑ If you must use castors or glides on appliances, lock the wheels or place a wedge under the front wheels.



Furnishings

- ❑ Use braided metal cable, chain or angle brackets to secure top-heavy furniture such as bookcases, china cabinets and shelves to a wall anchor. Always screw wall anchors into a stud (nails can pull out).
- ❑ Move beds away from chimneys, windows and tall furniture (unless secured). Closed curtains and blinds will help stop broken window glass from falling on beds.
- ❑ Place heavy or breakable objects on bottom shelves, or attach a guardrail to keep items from falling off.
- ❑ Secure electronics, small appliances and other items with Velcro or anti-skid pads (or dental wax or double-sided tape for more delicate items).
- ❑ Move hanging plants and lamps away from windows; they may swing wildly during an earthquake. Screw hooks directly into studs.
- ❑ Don't hang mirrors or heavy artwork above couches, beds or exits. Instead of picture hangers, use long-shanked, open eyehooks that penetrate the wall stud.
- ❑ Consider installing safety latches on kitchen, bathroom and workroom cabinets.
- ❑ In flood-prone areas, don't store irreplaceable items on lower floors.

More on next page

Minimize Home Hazards (cont.)



Utilities

Teach all adults and older children in the home where the utilities are located and how to shut them off. Post instructions and store any necessary tools nearby.

- ❑ **Electricity:** Know how to shut off electricity to the house and individual appliances / rooms. Mark all switches.
- ❑ **Watermain:** Replace valve if it is rusted open or will only partially close.

- ❑ **Natural gas:** It only takes a quarter turn of the valve either way to shut off the gas, so only test it with a one-eighth turn. **Gas must be turned on by the gas company. Never turn it on yourself.**

Only shut off your gas if you smell the warning odour (rotten eggs) or notice a large use of gas on the meter. If you do smell gas, immediately get everyone out and away, open windows and doors, and shut off the gas.



Chemicals and Fuels

- ❑ Keep poisons, chemicals and solvents where they are less likely to spill, ideally in a locked cabinet. Keep away from stored water and food, children and pets.
- ❑ If possible, store all flammable liquids in an outside building. In flood-prone areas, do not keep in the basement.
- ❑ Store propane or other fuels away from the house. Keep tanks and valves in good repair.



Building and Property

- ❑ Secure anything that may be blown around or torn loose, both indoors and outdoors.
- ❑ Prune rotting branches and cut down dead trees. Contact BC Hydro to remove tree limbs around power lines.
- ❑ Keep roof tiles, chimney, masonry and other exterior elements in good repair.
- ❑ Check the drainage around your house to reduce the risk of basement flooding after a heavy rain.
- ❑ Keep your car in the garage to protect against damage. If there is a risk of flood and your vehicle is typically parking in an underground parking lot, consider relocating it to street level parking.
- ❑ Check the foundation, cripple walls, posts, beams, chimney and roof to ensure they are structurally sound. Cracks and sagging are telltale signs that repairs are required. Hire a professional if you don't have the skills to do so yourself.



Fire and Carbon Monoxide

- ❑ Keep a working carbon monoxide detector on each level if you use natural gas.
- ❑ Keep a working smoke alarm on each level and in every bedroom/sleeping area.
- ❑ Keep a fire extinguisher on each level, including the kitchen, and make sure adults and older children know how to use them.
- ❑ If you are in an apartment or hotel, find out where the fire alarms and emergency exits are located.

For a complete list, go to www.portcoquitlam.ca/ep > Personal Preparedness

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Household Emergency Supplies

If a disaster occurs, it may take emergency workers some time to reach you. Be prepared to take care of yourself and your family at home for three to seven days, if you are not evacuated.

- You can purchase ready-made kits or assemble supplies yourself.
- Lessen the cost by spreading out purchases.
- Consider each household member's personal preferences, allergies and needs.
- If you can, always keep a two-week supply of your everyday household provisions.

Mark on your calendar to check and rotate supplies each spring and fall to suit the upcoming weather

► Necessary Supplies to Have on Hand

FOOD AND COOKING

In addition to your everyday household provisions, keep a supply of food that doesn't require refrigeration, requires little or no preparation or water and is liked by your family.

Food Ideas:

- Peanut butter
- Canned fruits and vegetables
- Canned soups and stews
- Canned fish and meat
- Canned pre-made pasta
- Canned beans
- Beef jerky
- Dried fruits and nuts
- High-nutrient food bars
- Nutritional drinks
- Some snacks and treats
- Infant food/formula if applicable
- Food and water with five, ten or twenty-five year shelf lives from specialized/outdoor stores

WATER

Make water storage a top priority. Five-gallon bottled water is recommended (it has stronger plastic than smaller bottles).



4L PER PERSON PER DAY
(2 drinking, 2 hygiene/food prep)

A FAMILY OF 4 NEEDS:
48L/72 hours, 112L/week



Cooking Supplies:

- Salt/spices in sealed containers
- Heavy-duty foil
- Plastic wrap
- Ziplock/plastic bags of varying sizes
- Large sturdy garbage bags
- Sealing food containers
- Cooking pot
- Paper plates/bowls, cups and utensils
- Paper towels
- Baby bottles (if applicable)
- Good quality manual can opener
- Bottle opener
- Washing basin, small dish soap, sponge, dish towels
- Alternate cooking source, e.g. camp stove, sterno stove, barbecue or hibachi (do not use in-doors due to CO2 and potential for fire if undetected gas leak).
- Cooking fuel (propane, charcoal, sterno etc.)

How to Store Water:

- Store in a cool, dark location (sun can break down plastic and cause algae to grow).
- Avoid storing near toxins (e.g. gasoline, pesticides) due to vapours and possibility of spills.
- Don't store plastic bottles directly on concrete, which will leach chemicals into the water and degrade the plastic.

More on next page

For a complete list, go to www.portcoquitlam.ca/ep > Personal Preparedness

Household Emergency Supplies (cont.)

CLOTHING

Plan clothing and footwear to suit the various seasons.

- Shirts and pants
- Undergarments
- Heavy wool socks
- Winter hats, scarves, gloves or mitts
- Sun hats and sunglasses
- Shoes and boots – warm, strong and waterproof
- Rain gear
- Jackets – ideally layerable
- Infant clothing (if applicable)

LIGHTING

If possible store alternate light sources as it may be dark due to the time of the event or a power failure. Make sure there are no gas leaks before striking a match or using an open flame.

- Crank or battery-operated flashlights, extra batteries and bulbs
- Camping lanterns, extra fuel, wicks, mantles and waterproof matches
- Lightsticks

PERSONAL/COMFORT

- Prescription information (drug name, dose etc.) and two-week supply of medication (rotate when you fill a new prescription)
- Toilet paper
- Diapers (if applicable)
- Toiletries (e.g. toothpaste/brush, shampoo, deodorant, mirror and brush)
- Feminine hygiene supplies
- Hand soap
- Hand sanitizer or towelettes
- Books and games
- Newspaper for emergency toilet

SAFETY GEAR / COMMUNICATION

- Crank or battery-operated radio
- Dust mask, hard hat, eye protectors
- Work gloves
- Emergency whistle
- Emergency survival book
- OK/HELP signs to post in home or vehicle windows

OTHER NECESSARY ITEMS

- Water purification tablets
- First aid kit (see next page)
- Household emergency plan
- Paper and pencil
- Cash in small bills and coins (e.g. \$2, \$10)
- Copies of important contacts and documents (e.g. insurance papers)
- Copies of ID and pictures of family members to help locate those who are missing/lost
- Personal address book
- Cell phone plug-in and battery chargers and spare batteries
- Signal flares and flag
- Safety rope and shovel
- Multi-purpose knife
- Tent and related supplies, or waterproof tarp
- Nails, hammer, axe, pliers and screwdriver
- Empty spray bottle and small bottle of household bleach to make 10% bleach solution (useful for disinfecting surfaces, purifying water – see AFTER section in *Are You Prepared?* Resident Emergency Preparedness Guide)
- Bungee cords

For a complete list, go to www.portcoquitlam.ca/ep > Personal Preparedness

Grab 'n' Go Kit

Prepare an emergency kit you can easily take with you if your household is evacuated.

- ❑ Pack it in a backpack, duffle bag or wheeled suitcase.
- ❑ Store it in an easy-to-reach place (such as front hall closet) and make sure everyone in the household knows where it is.



▶ Basic Supplies

- ❑ Water – at least two litres per person per day, in small bottles that can be carried easily
- ❑ Food that won't spoil, such as canned food, energy bars and dried foods (replace water once a year and food prior to the expiry date)
- ❑ Manual can opener
- ❑ Crank or battery-powered flashlight
- ❑ Crank or battery-powered radio
- ❑ Batteries (replace once a year and store in separate bag)
- ❑ Cell phone plug-in and battery chargers, and spare batteries
- ❑ Portable first aid kit
- ❑ Extra keys to your car and house
- ❑ Cash in small bills and coins (e.g. \$2, \$10)
- ❑ Copy of your emergency plan and contact information
- ❑ Wallet emergency contact cards (see pg. 38), lanyards or wristbands for each family member
- ❑ Copies of ID and pictures of each family member to help locate those who are missing/lost
- ❑ Prescription information (drug name, dose etc.) and 3-7 day supply
- ❑ Spare prescription glasses
- ❑ If applicable:
 - Infant formula and supplies
 - Equipment for people with disabilities
 - Pet food, water and medication

Check expiry dates each spring and fall, and rotate supplies as necessary

▶ Additional Recommended Items

- ❑ Two additional litres of water per person per day for cooking and cleaning
- ❑ Change of clothing and footwear
- ❑ Sleeping bag, warm blanket or survival bag
- ❑ Emergency blanket and poncho
- ❑ Toiletries (toothbrush/paste, facecloth, deodorant, mirror, brush, soap, shampoo etc.)
- ❑ Feminine hygiene supplies
- ❑ Quick-dry towel or cloth
- ❑ Hand sanitizer or sterile towelettes
- ❑ Household bleach or water purifying tablets
- ❑ Candles/tealights and matches or lighter (place lit candles in deep, sturdy containers)
- ❑ 12-hour light sticks
- ❑ Utensils, plate and cup
- ❑ Pad, pencil, pen and marker
- ❑ Large garbage bags
- ❑ Ziplock bags (various sizes)
- ❑ Toilet paper
- ❑ Basic tools (hammer, pliers, wrench, screwdrivers) or multi-tool
- ❑ Multi-purpose knife
- ❑ Sportsman's saw
- ❑ Work gloves
- ❑ Dust mask and goggles
- ❑ Emergency whistle
- ❑ Duct tape and masking tape
- ❑ String
- ❑ Toys, books, games or cards
- ❑ Favourite picture of loved ones

Vehicle and Workplace Kits

It is important to have enough supplies in your vehicle and at your workplace to sustain you for at least three to five days in case you can't get home immediately after a major disaster.

Consider in advance how you would get home if roads were closed, and how you would contact loved ones (see Communications, pg. 15).



Keep your car in good repair and your gas tank at least half full at all times, especially in the winter

▶ Personal Supplies for Vehicle or Workplace

- ❑ Sturdy backpack to store items
- ❑ Essential medications (three-day supply)
- ❑ Bottled water (three-day supply, minimum two litres/day)
- ❑ Food that won't spoil, e.g. energy bars, nuts, granola, dried fruit
- ❑ Cash in small bills and coins (e.g. \$2, \$10)
- ❑ Contact numbers and addresses
- ❑ Crank or battery-powered flashlight (replace batteries once a year)
- ❑ Crank or battery-powered radio (replace batteries once a year)
- ❑ Cell phone charger
- ❑ Travel-sized toiletries (toothbrush/paste etc.)
- ❑ Feminine hygiene supplies
- ❑ Toilet paper and newspaper
- ❑ Hand sanitizer

▶ Additional Supplies for Your Vehicle

- ❑ Antifreeze
- ❑ Windshield washer fluid
- ❑ Methyl hydrate to de-ice fuel line and windshield
- ❑ Road maps
- ❑ Sand, salt or non-clumping kitty litter
- ❑ Tow rope and jumper cables
- ❑ Fire extinguisher
- ❑ Ice scraper and brush
- ❑ Tools
- ❑ Shovel
- ❑ Axe/hatchet
- ❑ Warning lights and flares
- ❑ Distress flag (a large orange garbage bag can work)
- ❑ Duct tape
- ❑ Harness and leash if you regularly have your dog or cat with you in the car

Check expiry dates each spring and fall, and rotate supplies as necessary

Emergency Plan

An emergency plan will help your family know what to do in an emergency. **Remember, your family may not be together at the time.**

- Keep copies of your emergency plan in your home, grab 'n' go bag, car, work, computer.
- Make sure everyone in the house knows about the plan and where to find a copy.
- Update and practice your plan with all household members at least once a year.

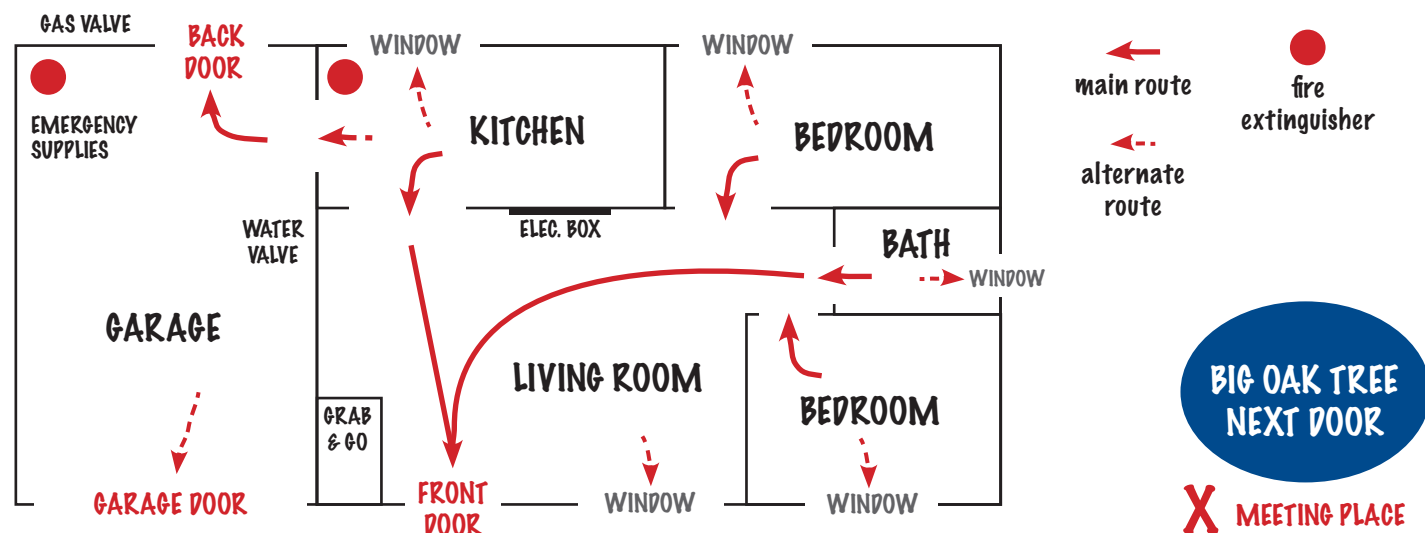
▶ What to Include in Your Emergency Plan

- Instructions for what each family member should do in an emergency, whether they are at home, at school, work or elsewhere.
- Location of household emergency supplies and grab 'n' go bag.
- Specific tasks at home, e.g. gathering pets, collecting supplies, etc.
- Important items to take if evacuated (only those that can be hand-carried).
- Escape routes:**
 - Draw your home's floor plan (sample below) showing main and alternate exits from each room, extinguishers, water and gas valves, electrical box, emergency supplies, and an outdoor meeting place.
 - If you have a medical need, mobility issue, cautionary notes or special access instructions to support your safe evacuation from your home (whether it be a house or apartment building), complete the Citizen Dispatch Information Form at: portcoquitlam.ca/notification.

Check through this guide for other important considerations for your plan, such as children and pets

- Include neighbourhood escape routes.
- Meeting places:**
 - Identify safe places near the home (e.g. at a neighbour's) and on the same side of the street, so you don't need to cross into traffic or in front of emergency vehicles.
 - Identify a safe place away from the home (e.g. at a relative's home, local school or church) where everyone should meet if they have to leave during an emergency.
- Possible locations you can stay temporarily if your home isn't habitable, including with friends or family, or hotels (check your insurance for coverage of living expenses).
- Date you prepared or updated your plan.

SAMPLE FLOOR PLAN



Children

▶ Your Plan

- Ask your children's school or daycare about their emergency policies. Find out how they communicate with families during an emergency.
- Make sure the school or daycare has updated contact information for parents, caregivers and designated persons.

▶ Preparing Your Children

It's important to gently broach the subject of emergencies with your children, so that they know what to do and to help them cope better.

- Keep things age-appropriate and leave out scary details, but do talk to them about possible emergencies and what your family is doing to prepare. Reassure them that the hazards you discuss may never happen, but it's important to be prepared just in case.
- Make sure they know who their emergency school or daycare pickups are, and who they can turn to in the neighbourhood for help.
- Involve them in your household emergency planning and your plan practice drills. This will help them feel prepared and remember what to do.



Involve your children in your family's emergency planning and practice drills

AS YOUNG AS POSSIBLE, TEACH CHILDREN:

- Their full name
- Their address
- Their parents' full names
- Their parents' telephone numbers
- How to dial 9-1-1

▶ Resources

- PreparedBC** – Helpful tips on family disaster readiness: www2.gov.bc.ca/preparedbc
- Canadian Red Cross's Activity Booklet** – For ages 9 to 11: www.redcross.ca/crc/documents/3-1-3-1-1-Facing-the-unexpected-be-prepared-Activity-Booklet.pdf

Individuals with Special Needs

While most of the information in this guide is relevant to all members of the community, additional considerations should be made for individuals with special needs, (inclusive of folks with limited mobility, or are visually or hearing impaired), and this section aims to provide insight into what these additional considerations might include.

► Preparation

- ❑ Establish a support network of friends, relatives, health care providers, coworkers and neighbours who understand your needs.
 - Collect contact information from those you can call in an emergency.
 - Assess how that may impact the level of support you may be able to receive from them.
 - Speak to your health care providers about their disaster plans.
 - Make arrangements with neighbours or other support people to check on you if an emergency occurs.
 - If you are visually impaired, deaf or hard of hearing, plan ahead to have someone convey essential information to you.
 - Pre-program your cell phone with essential phone numbers.

► Supplies

- ❑ Make detailed lists of all medical conditions, allergies, surgeries, family medical history, medications, health screenings, recent vaccinations, medical insurance details, and special equipment (with instructions).
- ❑ Get a two-week supply of all essential medications. Remember pharmacies may be closed for some time after an emergency.
- ❑ If possible, get spare medical supplies, equipment you use regularly, hearing aids/batteries, dentures and prescription glasses. If this isn't possible, note in your emergency plan what you need to take if evacuated.

To alert emergency responders that you will need additional help, complete the Citizen Dispatch Information Form each year, at portcoquitlam.ca/notification or attached to your annual Utility bill

- Do not depend on just one person, in case they are not available.
- ❑ Carry a whistle or personal alarm that emits a loud noise to draw attention.
- ❑ If you have a medical condition, wear a Medic Alert tag or bracelet.
- ❑ If you are hard of hearing, install smoke detectors that have both an audible and visible indicator.
- ❑ If you take insulin or medications that need to be kept cool, keep frozen water bottles or ice packs in your freezer, and add a small insulated bag to your emergency supplies and grab 'n' go bag.
- ❑ If you use medical equipment that requires electricity, learn how to use your backup power. Consider obtaining an additional portable back-up power station (available at automotive and hardware stores) and keep it charged.

► Resources

- ❑ **Resources for People with Disabilities guide**– www2.gov.bc.ca/preparedbc
- ❑ **Public Safety Canada's Emergency Preparedness Guide for People with Disabilities/Special Needs** – www.getprepared.gc.ca > Resources > Publications

Pets and Animals

Plan ahead for how you would care for your pets during an emergency. Remember that pets are not allowed in some public shelters or hotels, although service animals are typically permitted.



► Your Plan

- ❑ Make a list of contact information for pet-friendly relatives or friends willing to care for your pet if you cannot.
- ❑ Give trusted friends or neighbours keys and let them know where your pet emergency kit is located and likely hiding spots for your pet. Start a buddy system with neighbours to check on each other's pets.
- ❑ Identify several pet-friendly hotels or pet boarding facilities in advance, both near your home and further away. Consider kennels, veterinary clinics with boarding space, grooming facilities, dog and cat clubs, and training clubs.

► Pet Emergency Kit

- ❑ Sturdy water-resistant bag or backpack to pack supplies
- ❑ Portable kennel or cage
- ❑ Pet information – name, breed, birthdate, ID tag or microchip number, health concerns, allergies, medication names and doses
- ❑ Vaccination record
- ❑ Extra medications and basic pet first aid supplies
- ❑ Vet name and contact details
- ❑ Nearest emergency veterinary clinic
- ❑ Food (one-week supply in airtight container – if canned, buy flip-top types or include a manual opener)
- ❑ Water (one-week supply – 30ml per kilogram of pet weight per day). See pg. 6 about water storage

- ❑ If you use a kennel or daycare, find out about their emergency plan.
- ❑ Always keep a collar and tag on animals that normally wear collars. Cats should have break-away collars.
- ❑ Make sure tags, tattoos or microchips are up to date, to help reunite you with your pets.
- ❑ Ensure your veterinarian has a disaster plan to ensure you will be able to get care for your pet after a disaster if needed (or find one who does).
- ❑ Do not leave your pet behind, as this greatly increases the chances it will not survive.

- ❑ Food and water dishes
- ❑ Pet toys (particularly chew toys for dogs) and favourite treats
- ❑ Small towel with your scent on it
- ❑ Plastic bags to collect and dispose of waste
- ❑ Collar for all pets, plus leash and harness for both dogs and cats
- ❑ Extra identification tags
- ❑ Blanket
- ❑ Copies of recent photos (of the pet alone and also with you) for identification (also include with your own emergency supplies)
- ❑ Specific supplies for your type of pet (e.g. cats: litter and plastic bags; dogs: poop bags; reptiles: portable battery-operated heat lamp; birds: cuttlebone and grit).

► Resources (Pets and Livestock)

- ❑ **Public Safety Canada's Emergency Preparedness for Farm Animals booklet** – www.getprepared.gc.ca > Resources > Publications.
- ❑ **PreparedBC Prepare Your Pets Guide** – www2.gov.bc.ca/preparedbc

Fire Extinguishers

Fires may break out after emergencies. You may be able to put out smaller fires if you have a functioning fire extinguisher and know how to use it. But never put yourself in danger to do so.

► What to Buy

- Provide a fire extinguisher for every floor.
- Get a multi-purpose ABC extinguisher: A = ordinary combustibles (paper, wood, upholstery etc.); B = flammable liquids (oil, gas, paint etc.); C = electrical charged equipment.
- Make sure your extinguisher has a label from a nationally-recognized testing company, such as CSA or UL.

► Installation and Care

- Install within easy reach, near an exit and away from any potential fire hazard.
- Protect the extinguisher from exposure to the weather and temperatures above 50 C or below 0 C.
- Have your extinguisher serviced annually.
- Regularly inspect your extinguisher by checking that:
 - The gauge needle indicates the extinguisher is full.
 - The safety pin and/or seal are intact.
 - The nozzle is not plugged.
 - The operating instructions are readable.

Hands-on extinguisher training is part of the free one-day emergency preparedness courses offered by the City. See pg. 3 or go to portcoquitlam.ca/ep



► If There Is a Fire

- Get everyone to safety immediately.
- Determine if you can safely extinguish the fire yourself (if so, see below). **Do not attempt if the fire is big or could block your exit if it grows.**
- If the area is filled with smoke, crawl to the nearest exit, covering your nose and mouth with clothing if you can.
- Don't open doors that are hot (check with the back of your hand) or if smoke is coming in underneath. If it seems safe, open the door slowly. Leave through a window if necessary.
- If your clothes catch fire, STOP, DROP and ROLL until the fire is out.
- If possible, close doors and windows on your way out to slow the spread of fire and hot gases, and to minimize damage.
- Don't use elevators.
- Call 9-1-1 as soon as possible.
- Go to your designated meeting place.

► Using an Extinguisher

- Approach the fire from the exit side (if outdoors, have the wind at your back).
- Carry and operate the extinguisher from an upright position.
- Pull the pin if there is one, aim, then squeeze or press the top carrying handle.
- Only begin when you are close enough to cover the fire with the extinguishing agent without spreading the fire.
- Sweep from side to side, aiming at the base and working outward.
- Stay low to avoid inhaling smoke.
- Keep near a door so you can escape. Stay out of small rooms or confined areas.
- If the fire gets too hot or big, leave the area.

REMEMBER PASS:

- **PULL** the pin if there is one
- **AIM** at the base
- **SQUEEZE** or press the top carrying handles
- **SWEEP** from side to side

Communications

Create the following emergency contact list. Leave a copy close to all telephones in the house or a prominent spot (e.g. family bulletin board) and in your emergency kits at home, work and vehicle.

Make sure everyone has a copy in their wallet (consider laminating) and programmed into their cell phone. See pg. 38 for card templates.

► Make Your Emergency Contact List

LOCAL EMERGENCY NUMBERS

- Fire, police, ambulance: 911
- Poison control

FAMILY CONTACTS

Include information for all household members and other relatives:

- Name
- Phone numbers: home, work, cell
- Email address
- Home address

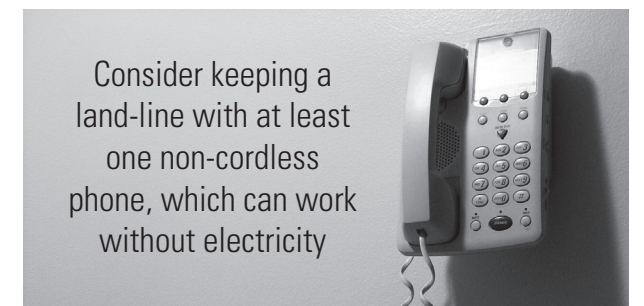
OUT-OF-TOWN CONTACTS

Plan for each family member to contact the same out-of-town contact person in an emergency (e.g. "Uncle Bud" in Alberta).

- Everyone should call "Uncle Bud," tell him where they are and how they are doing, and arrange a future check-in time.
- Uncle Bud should agree in advance to be your out-of-emergency contact and know what his role will be.

Choose a contact who lives far enough away (e.g. out of province) that he or she will probably not be affected by the same event.

Choose someone with voicemail, and who lives in a long-distance area since long-distance service is often easier to obtain after a disaster.



Consider keeping a land-line with at least one non-cordless phone, which can work without electricity

FRIEND/NEIGHBOUR CONTACTS

- Name
- Phone numbers: home, work, cell
- Email address
- Home address

WORK/SCHOOL/CHILD CARE CONTACTS

Name, address and phone numbers for:

- Employer
- School
- Daycare or child care provider
- Designated person for pickup of children from school or daycare

OUT-OF-TOWN EMERGENCY CONTACT

Name: _____

Tel(s): _____

Email: _____

Address: _____

Provide information to this contact that you want to share with other family members.

Template on pg. 38.

If you don't have an out-of-town contact person, make arrangements through friends, cultural associations or community organizations.

Make sure everyone has the following information for the out-of-town contact:

- Name
- Phone numbers: home, work, cell
- Email address
- Home address

Documents and Insurance

When disaster strikes, you may need to access important contact numbers and documents.

▶ Key Documents

- ❑ Home insurance policies (see below), photos, receipts and contact information
- ❑ Life/other insurance policies and contact information
- ❑ Deeds
- ❑ Wills
- ❑ Tax records
- ❑ Birth certificates
- ❑ Health records and medical details such as prescriptions, allergies and special needs
- ❑ Social insurance numbers
- ❑ Passport numbers
- ❑ Bank/financial account numbers



- ❑ Vehicle make, plate number and ID number
- ❑ Utility companies: gas, hydro, internet, phone
- ❑ Lawyer contact information
- ❑ Doctor, dentist and other medical service provider contact information
- ❑ Landlord contact information
- ❑ Security alarm company information

▶ Document Storage

- ❑ Keep copies in two secure locations, such as a safety deposit box, fireproof safe or watertight bags in the freezer.
- ❑ You could also exchange documents with others you trust or upload to a secure location on the internet (e.g. cloud storage).

▶ Home Insurance

- ❑ Ensure you are adequately insured.
 - Consider the types of typical hazards in your area (e.g. fires, earthquake, flood), as well as the replacement value of belongings and improvements.
 - Discuss with your broker the different types of policies, e.g. “actual cash value” policies, which cover the cost of returning your home and its contents to the pre-disaster fair market value, and “replacement” policies, which cover the cost of replacing the home and contents, regardless of the value you lost.
- ❑ If you are in a strata building, consult with your strata company to understand what the strata insurance covers and what it doesn't. Your insurance company may want a copy of your strata's insurance policy.
- ❑ Take a complete inventory of everything you own that would need to be replaced if your home is destroyed. Include quantity, description, purchase cost and how long you owned the item. Take time-stamped pictures. Your insurance company probably has an inventory checklist. Keep copies with your emergency supplies.
- ❑ Find out about your coverage for living expenses if your home is not habitable, and include the details in your emergency plan.
- ❑ Know your broker's emergency contact information and claim procedures.
- ❑ Keep paying your insurance premiums to ensure continuity of coverage, such as liability protection for your home and property.

Earthquakes: What to Do

▶ During an Earthquake

Sound usually precedes any ground movement by a split second. This is followed by shaking that can last from several seconds to several minutes. Over the following hours or days, aftershocks may occur.



- ❑ Stay inside when the shaking starts.
- ❑ Drop, cover and hold on: take cover under sturdy furniture and hold on. If no cover is available, crouch near an inside supporting wall or archway and protect your neck and head with your arms.
- ❑ Stay away from windows, skylights, mirrors, shelves with heavy objects, hanging fixtures and tall furniture. Watch for falling debris and slamming doors.
- ❑ If you are in an elevator, hit the button for every floor and get out as soon as you can.
- ❑ Wait for 60 seconds after the shaking has stopped before leaving your position.
- ❑ Don't ignite candles, matches or lighters.

- ❑ Do not rush for the exits or use the elevator to leave the building.
- ❑ Try to stay calm and do not panic.
- ❑ If not at home, seek assistance from staff to leave the building after the shaking stops.

Seniors or People with Disabilities

- ❑ If you can, move to a safe place in the room.
- ❑ If you can't move quickly and safely, stay where you are and cover your head with whatever is available, such as pillows, blankets or magazines, or your arms.
- ❑ If in a wheelchair, move to an archway or interior wall, if close by. Lock the wheels and cover your head and neck with your hands.

Never assume downed power lines are dead. See pg. 21 for what to do near fallen lines

OUTDOORS – ON FOOT

- ❑ Move to an open area and stay outside.
- ❑ Stay clear of tall buildings, brick walls, street lamps, overhead signs, power lines or other objects that may fall on you.
- ❑ Stay at least 10 metres away from vehicles, which may roll.
- ❑ If possible, take cover under anything sturdy, such as a picnic table or bus bench, and hold on until the shaking stops.
- ❑ If possible, duck into a doorway to avoid falling bricks, glass and other debris.
- ❑ If you're at the bottom of a hill, watch for landslides or falling boulders.

OUTDOORS – IN A VEHICLE

- ❑ Pull over in a safe place where you are not blocking the road. Avoid bridges, overpasses, underpasses, buildings or anything that could collapse.
- ❑ Do not park under power lines. **If a power line falls on the car, do not get out unless absolutely necessary.** See pg. 21.



Earthquake debris in New Zealand.

- ❑ Assume the crash position (similar to aircrafts). The vehicle's roof can protect you from falling debris.
- ❑ Stay in the vehicle with your seatbelt fastened until all shaking stops.
- ❑ If you leave your vehicle after the quake, put a note in the window giving your name, condition and where you have gone.

More on next page

Earthquakes (cont.)

► Immediately After an Earthquake

ANYWHERE

- ❑ Stay calm, and help others if you can. Comfort those who need it, particularly children.
- ❑ Be prepared for aftershocks.
- ❑ Don't try to go home right after a major earthquake. Stay where you are until it is safe to leave and then go to your pre-determined family reunification/ meeting.
- ❑ If you're near the coast and experience a large earthquake with shaking that lasts a minute or more, move immediately to higher ground as a tsunami may be approaching.
- ❑ Stay off the phone unless a life is in danger.

AT HOME

- ❑ Hang up phones that have been shaken off the hook.
- ❑ Check the building for structural damage, gas leaks, chemical spills and fires. Check utilities (refer to green pop-out box on this page) – do not turn them off unless damaged.
 - Don't stay inside or re-enter if the home is not safe.
 - Do not light matches or turn on light switches until you are sure there are no gas leaks or flammable liquids spilled.
 - Do not flush toilets if you suspect sewer lines were broken.
- ❑ Unplug appliances and broken lights to prevent fire when the power is restored.
- ❑ Stay away from brick walls and chimneys, as they may be damaged or weakened. Do not use your fireplace if your chimney has been damaged, as a fire may start or gases could be released.
- ❑ If tap water is available immediately afterwards and does not have an odour or colour, fill a bathtub and other containers in case the supply gets cut. See pg. 27 for more about emergency sources of water and purification.
- ❑ If you have pets, find and comfort them.

STAY OUTSIDE OR GO BACK INSIDE?

Following an emergency it is important to assess your home for damage.

Tips on how to do this include:

If you must conduct these activities yourself:

- ❑ Always work with a partner.
- ❑ Wear a helmet, sturdy shoes and protective clothing.
- ❑ Check the entire building exterior for signs of instability, e.g.: cracks in foundation or walls, collapsed or cracked chimney, chimney separation.
- ❑ Do not enter if it is not safe.
- ❑ If indoor visibility is poor: stay low, use a flashlight and search systematically. Keep one hand on the wall at all times.
- ❑ Check for signs of damage/danger: ceiling (tiles, lights, beams), windows and walls (particularly load-bearing), where walls meet walls or meet the floor (see if light shines through), electrical outlets.
- ❑ Check all utilities and turn them off if they are damaged (see pg. 5).
- ❑ If you smell rotten eggs from a gas leak, shut off the gas valve (see pg. 5), leave and report to your provider as soon as possible. Once the gas is off, it must be turned back on by the gas company.
- ❑ Check your plumbing fixtures.
- ❑ Use extreme caution with hazardous materials or spills. If in doubt, leave.
- ❑ Close doors or wedge them open to prevent them from slamming shut.

LOOK, LISTEN, SMELL AND FEEL.
If it doesn't feel right, it probably isn't.

Floods: What to Do

► Immediate Threat of Flooding

ELECTRICAL SERVICE

- ❑ Shut off power to the premises.
- ❑ If the main switch is in an area that is wet, stand on a dry board and use a dry stick to turn it off. **Do not attempt to turn off power if the room is fully flooded.**

ELECTRICAL APPLIANCES

- ❑ Disconnect all electrical appliances, and if possible, move them to a higher level. Give priority to thermally insulated appliances such as freezers, fridges and ranges.

GAS OR OIL FURNACES AND APPLIANCES

- ❑ Oil or water tanks will float if not full. Secure them to a wall or fill if possible, then plug vent holes. If unable to secure or fill them, weigh them down with sandbags or wedge against a solid object.

PLUMBING FIXTURES AND WATER SUPPLIES

- ❑ Turn off water supply.
- ❑ Plug all basement sewage connections (e.g. toilet, shower) with a wooden or other plug, held by a weight or a wood brace to the joist.

► When Flooding Occurs

Obey all officials involved in rescue or flood control operations – including those directing traffic, as water can be deeper than it appears. **It only takes two feet (60 cm) of moving water to sweep a car away, and as little as six inches (15 cm) to cause you to fall.**

IN A VEHICLE

- ❑ Take extra care when driving. Familiar roads will appear drastically different when covered by floodwaters.
- ❑ Watch for damaged bridges, washouts, slides and especially downed power lines.
- ❑ Avoid driving through flooded roads.
- ❑ If your car stalls, abandon it immediately and climb to higher ground.



SANDBAGGING TIPS

- ❑ Build sandbag dikes on high ground close to your building, to use fewer sandbags and reduce the impact on nearby streams.
- ❑ Dig a trench one bag in depth and two bags wide as a foundation for the dike structure.
- ❑ To be effective, a dike must be three times as wide at its base as it is high.

OTHER PRECAUTIONS

- ❑ Move pesticides, weed killers, fertilizers and other toxins to higher levels.
- ❑ Disconnect downspouts draining to the sewer.
- ❑ Move or remove anything that could be damaged or that may float and cause damage.

OUTDOORS

- ❑ Climb to high ground and stay there.
- ❑ Avoid walking through any floodwaters.

IN YOUR HOME (AS MUCH AS TIME ALLOWS)

- ❑ Follow your family emergency plan.
- ❑ Ensure each person has warm clothing and waterproof footwear and outerwear.
- ❑ Turn off power and unplug all appliances.

Listen to CKNW AM 980, CBC AM 690 or another local radio or TV station and follow all instructions. Also check portcoquitlam.ca, the City's Facebook, Twitter and Instagram pages, and the Emergency Notification Line: 604.927.5311

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Severe Storms: What to Do

THUNDER AND LIGHTNING STORM

- ❑ Take shelter in a building or depressed area such as a ditch or culvert.

If Indoors:

- ❑ Stay inside away from windows, doors, fireplaces, radiators, stoves, metal pipes, sinks or anything else that could conduct an electrical charge.
- ❑ Unplug all TVs, radios, coffee pots and other electrical appliances.
- ❑ Don't use the phone or other electrical equipment.

If Outdoors:

- ❑ Seek shelter in a building, cave or any depressed area.
- ❑ Don't go near trees, especially those standing alone.
- ❑ If swimming or in a boat, get to shore as quickly as possible.
- ❑ If there is no shelter, crouch down with your feet close together and your head down.
- ❑ Don't lie flat – you want to minimize your contact with the ground to reduce the risk of being electrocuted by a ground charge.
- ❑ Keep away from pay phones, power lines, fences, trees and hilltops.
- ❑ Get off bicycles, motorcycles, tractors or other equipment.
- ❑ If you are in a vehicle, pull over and stop away from trees or power lines, and stay in your vehicle.

HAILSTORM

- ❑ Take cover in a building or under something solid when hail begins to fall.
- ❑ Do not go out to cover plants, cars or garden furniture, or to rescue animals. Although no one in Canada has ever been killed by hail, people have been seriously injured by it.



SEVERE RAINSTORM

- ❑ Take shelter on higher ground in case of flash flooding.
- ❑ If in a vehicle, pull over and stay inside.

BLIZZARD OR SNOWSTORM

- ❑ If outside, take shelter wherever you can.
- ❑ Visibility can be virtually zero and you may easily lose your way.
- ❑ If you must travel, do so during the day and let someone know your route and expected arrival time.

In a vehicle:

- ❑ Pull off the highway and put on your hazard lights.
- ❑ Hang a distress flag from the radio antenna and set out warning lights or flares.
- ❑ Switch on your dome light rather than headlights.
- ❑ Run the engine and heater about 10 minutes each hour to keep warm. While the engine is running, open the window slightly and keep the exhaust pipe free of snow.
- ❑ To maintain body heat, exercise your limbs, hands and feet, huddle with passengers and wear a hat.
- ❑ If you are required to shelter in your vehicle overnight, take turns sleeping.
- ❑ If stranded in a remote rural or wilderness area, spread a large cloth over the snow to attract attention of rescue personnel. Place the cloth over the top of your car with the edges locked in the windows if windy.

Power Outages and Fallen Lines: What to Do

► Check the Extent of the Outage

- ❑ Look out your window to see if other homes have lights. If they do, check your fuse box or circuit breakers to see if a switch is blown.
- ❑ If other homes have no power, listen to a portable radio for information or check www.bchydro.com/outage if you have internet or cell service.
- ❑ Scan the area for trouble signs, such as flashes of light or downed wires. Do not get close.
- ❑ Report outages and/or trouble signs to 1-888-POWERON (1-888-769-3766), or *HYDRO (*49376) on a cell phone.



► What to Do in an Outage

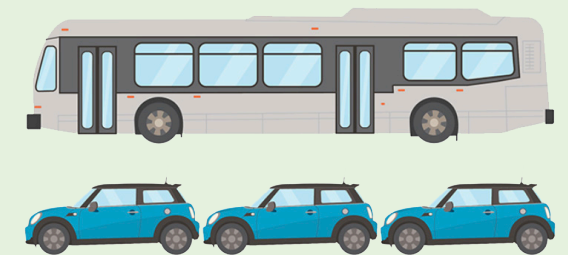
- ❑ Turn off the breaker on large appliances such as ranges and dryers (making sure they are off first), or remove any fuses.
- ❑ Leave your refrigerator and freezer on, and keep the doors closed as much as possible.
- ❑ Turn down thermostats and unplug electrical heaters and appliances to reduce the initial demand when the power is restored. Unplug sensitive equipment such as computers, microwaves, etc. against possible surges.
- ❑ Keep doors, windows and drapes closed, and close off extra rooms to contain heat.

- ❑ Conserve water in case electrical pumps from wells or pumping stations are out of power.
- ❑ Turn off all lights except one to alert you when the power has been restored.
- ❑ In very cold weather, the temperature of a house will drop about 1C per hour. If the power is out for a long time and you have no way to safely keep warm, leave rather than risk getting hypothermia.
- ❑ If you leave your home, double check to make sure all heat-producing appliances are unplugged.

► Fallen Power Lines

- ❑ Any fallen power line may still be alive. Exercise extreme caution.
- ❑ Stay clear of anything that is or may be in contact with the line, like a fence or tree.
- ❑ Don't try to free someone in contact with the line – call 911 instead.
- ❑ If you are within **33 feet (10 metres)** of fallen power lines, stay put if possible and wait for emergency crews to arrive.
- ❑ **If you must move away for safety reasons, slowly shuffle away by sliding your feet along the ground, always keeping both soles in contact with the ground.**
- ❑ If you are in a vehicle, stay inside until help arrives.

How long is 10 metres?



- ❑ If you must leave the vehicle (e.g. because it's on fire), jump out of it with both feet together, making sure no part of your body touches the vehicle when you hit the ground, then shuffle away as previously described. **This technique is difficult and dangerous, so is only advised in life-threatening situations.**

Listen to CKNW AM 980, CBC AM 690 or another local radio or TV station and follow all instructions. Also check portcoquitlam.ca, the City's Facebook, Twitter and Instagram pages, and the Emergency Notification Line: 604.927.5311

Hazardous Materials: Shelter in Place

If hazardous materials are spilled or have been released into the air, officials may order you to shelter in place. Incidents could include a railway accident involving hazardous substances, or a chemical plant explosion.

If you get an order to shelter in place, stay inside and take refuge in a small interior room with no or few windows until you are alerted that it is safe to leave.

Orders to shelter in place are usually only in effect for a few hours, not for days or weeks.



For your safety, it is imperative that you stay indoors when ordered to shelter in place, or if you see or smell a cloud, vapour or smoke from a hazardous material outdoors.

► What to Do if You Must Shelter in Place

AT HOME

- ❑ Close and lock all exterior doors, windows and openings, and every interior door.
- ❑ If there is a danger of explosion, close the window shades, blinds or curtains.
- ❑ Turn off all fans, heating and air conditioning. If this is not possible, set thermostats so air conditioners, furnaces and hot water heaters will not come on.
- ❑ Close the fireplace damper.
- ❑ Do not use kitchen or bathroom vents or the clothes dryer.
- ❑ Collect your emergency supplies, including duct tape and plastic sheeting or garbage bags, and make sure the radio is working.
- ❑ Gather everyone in an interior room:
 - With no or few windows.
 - With enough space for everyone to sit.
 - That is above ground level (in the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air and may seep into basements, even if windows are closed).
 - With a hard-wired phone, as cellular networks may be overwhelmed or damaged in an emergency.
- ❑ Bring your pets with you, along with food and water supplies for them.
- ❑ Seal all cracks around doors, windows, vents, etc. with duct tape and heavy plastic.
- ❑ Avoid smoking as it contaminates the air.
- ❑ Connect with your emergency contact via text or phone. Minimize use to save battery power and ensure lines remain open for emergency services personnel.
- ❑ Keep listening to your radio or television until you are told all is safe, or you are ordered to evacuate. Local officials may call for evacuation in specific areas that are at greatest risk.
- ❑ Do not leave the building until told to. If you must evacuate, shut vents and turn off attic fans and other ventilation systems if there is time.

Shelter in Place (cont.)

AT WORK, SCHOOL OR ANOTHER BUILDING

- ❑ If the site has an emergency plan, activate it and follow shelter in place procedures.
- ❑ Ask everyone in the building, including visitors, to stay on the premises. When authorities provide direction to shelter-in-place, they want everyone to take those steps now, wherever they are, and not drive or walk outdoors.
- ❑ Collect any emergency kits or supplies in the building, including duct tape and plastic sheeting or garbage bags. Make sure you have a working radio.
- ❑ Select an interior room where everyone will take shelter. This could include a gymnasium with no exterior windows, large storage closet, utility room, meeting room or office. Choose rooms:
 - With enough space for everyone to sit (select several rooms if necessary to avoid overcrowding).
 - With no or as few windows and vents as possible.
 - That are above ground level (in the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air and may seep into basements, even if windows are closed).
 - With a hard-wired telephone, as cellular networks may be overwhelmed or damaged in an emergency.
- ❑ If there is a building-wide PA system, use it to direct people to stay on the premises and to gather in the designated shelter locations. Otherwise, designate individuals to do this verbally.
- ❑ Have people familiar with the building's mechanical systems turn off, seal or disable all fans, heating and air conditioning systems. Pay particular attention to systems that automatically exchange interior and exterior air.
- ❑ Turn on call-forwarding or voicemail. If possible, change recordings to indicate that the business, school or building is closed and that everyone is remaining in the building until authorities advise that it is safe to leave.
- ❑ Bring everyone into the designated shelter area and shut and lock the door.
- ❑ Close any window shades, blinds or curtains.
- ❑ Seal all cracks around doors, vents, windows etc. with duct tape and plastic (heavier than food wrap).
- ❑ Write down the name of everyone in the room. If the business, school or building has an emergency contact, call the contact to report who is in the room.
- ❑ Ask everyone to call their emergency contact to let them know where they are and that they are safe.
- ❑ Keep listening to the radio or television until you are told all is safe, or you are ordered to evacuate. Local officials may call for evacuation in specific areas that are at greatest risk.

OUTSIDE OR IN A VEHICLE

- ❑ Stay upstream, uphill or upwind of the hazard.
- ❑ If you are very close to home, your office or a public building, go there immediately.
- ❑ If you are in a vehicle but can't get to a building quickly and safely, stop in the safest place possible. If it is sunny, try to stop in the shade.
- Turn off the engine and collect any available emergency supplies.
- Close windows, doors and vents tightly. If possible, seal vents with duct tape.
- ❑ Listen to the radio and stay put until you are told it is safe to go, you receive further instructions, or it is unsafe to stay there.

Listen to CKNW AM 980, CBC AM 690 or another local radio or TV station and follow all instructions. Also check portcoquitlam.ca, the City's Facebook, Twitter and Instagram pages, and the Emergency Notification Line: 604.927.5311

Immediate Steps After a Disaster

▶ As Soon as the Immediate Danger Has Passed:

- ❑ Stay calm and make sure everyone is safe.
- ❑ Inspect everyone for cuts, bruises and other injuries, and be aware that shock may hide serious injuries. Apply first aid as necessary.
- ❑ Follow your emergency plan (see pg. 11) and get your emergency supplies/kits.
- ❑ Place a Help or OK sign in your front window to alert responders (copies at back of guide).
- ❑ Prepare for possible evacuation (see pg. 25).
- ❑ Stay put until it is safe or you are ordered to go.

HELPING INDIVIDUALS WITH SPECIAL NEEDS

- ❑ Individuals with special needs (e.g. cognitive, hearing or visual impairment) may not understand what is happening and will require additional support.
- ❑ Remember to look after neighbours who may need extra assistance.

▶ Next Steps

GETTING YOUR FAMILY SETTLED

- ❑ If your home is unlivable and you cannot stay with family or friends, your insurance may cover additional living expenses. See pg. 30 for more information.
- ❑ If multiple homes are affected, Emergency Support Services (ESS) may help with shelter, clothing and food until other arrangements can be made, for up to 72 hours. Emergency responders alert ESS if it is needed.
- ❑ In major disasters, ESS reception centres will provide basic necessities. See pg. 26.
- ❑ BC Housing may provide temporary emergency shelter, food and support for people who are homeless or at risk of homelessness. Info: www.bchousing.org > Housing Options > Emergency Housing.

COLLECT YOUR VALUABLES

In case you must evacuate, collect important items – but only if they are portable and it is safe to be in or enter the home. Collect legal documents, ID, medicines, eyeglasses, hearing aids, valuables, credit cards, insurance policies, money, photos, etc.

PETS

- ❑ As soon as possible, take your pet to a veterinarian. Smoke can damage lungs and burns may be hidden under fur.
- ❑ If your pet gets lost, contact the City's animal shelter: BC SPCA (Tri-Cities Branch) at 604-468-4044.

SECURING YOUR HOME

- ❑ Secure your home and belongings as soon as possible, particularly if the loss is not total. Insurance companies require policy holders to try to reduce further damage. If safe to do so:
 - Cover holes in walls and roof.
 - Board up the building or build a fence to prevent looting.
 - In the case of fires, ensure there are no remaining embers.
 - Move property at risk of further damage.
- ❑ Your insurance adjuster may help arrange assistance to secure your home. You can also contact a general contractor or a fire damage restoration service.

Listen to CKNW AM 980, CBC AM 690 or another local radio or TV station and follow all instructions. Also check portcoquitlam.ca, the City's Facebook, Twitter and Instagram pages, and the Emergency Notification Line: 604.927.5311

Evacuation



Sometimes little or no advance notice of an evacuation is possible, so be ready to evacuate quickly and efficiently

▶ Be Ready to Evacuate

An evacuation may be required if your house is no longer safe or authorities believe you are in danger.

GET YOURSELF AND LOVED ONES READY

- ❑ Collect your grab 'n' go kit, essential medications, important items and documents, and your cellular phone.
- ❑ Ensure each person has seasonally appropriate clothing and footwear.
- ❑ Ensure each person has ID, especially children. Nametags on clothing, wallet cards (see pg. 38), lanyards, or wristbands are useful in case you get separated.
- ❑ If you need to use a different reunification meeting place than noted in your emergency plan, make sure everyone in the house knows the new location. Provide younger children with a note in plastic stating the destination.
- ❑ If you have time, call, text or email your out-of-town contact. Tell them where you are going and when you expect to arrive. Once you are safe, let them know. Tell them if any family members have become separated.
- ❑ Make arrangements for your pets.

▶ Evacuation Process

- ❑ **Stage 1: Evacuation Alert:** Individuals are advised of the nature of the danger, the potential need to evacuate at any time, and where to go if the evacuation is ordered.
- ❑ **Stage 2: Evacuation Order:** Everyone in the affected area is ordered to leave the area and is again provided with key information (e.g., where to go, a specific evacuation route if necessary). Citizens are urged to listen carefully and act quickly.
- ❑ **Stage 3: Evacuation Rescind:** Everyone in the affected area is advised that the emergency is under control, the area has been declared habitable and safe, and the evacuation order has been rescinded.

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Reception Centres

During major disasters, Port Coquitlam Emergency Support Services (ESS) may establish permanent reception centres at:

- Hyde Creek Recreation Centre, 1379 Laurier St.
- Port Coquitlam Community Centre, 2150 Wilson Ave.

If these buildings are not safe and/or additional reception centres are established, signs will be posted and information provided to those evacuated and through typical notification methods (Emergency Notification Line: 604.927.5311, portcoquitlam.ca, social media, Alertable, etc.)

Reception Centres typically remain open for 72 hours following the event; and may transition to a resilience centre if additional support is required by residents, e.g. providing access to support agencies such as insurance providers, banking institutions and non-government assistance organizations (see pg. 36).



Local EP volunteers helped out at a Chilliwack reception centre in 2017.

► What to Expect

CHECK-IN PROCEDURE

- ❑ When you arrive, please locate the registration area and join the lineup.
- ❑ Please have your identification ready, if you have it with you.
- ❑ Have all family members with you during registration.
- ❑ A volunteer or staff member will assess your needs and inform you of services available.

AVAILABLE SHORT-TERM SERVICES

- ❑ Food
- ❑ Clothing
- ❑ Lodging
- ❑ Family reunification
- ❑ Information about supports and services
- ❑ Emotional support



GROUP LODGING

Group lodging facilities may be opened when commercial lodging is either not appropriate or available.

These facilities are a safe place where people forced from their homes can sleep.

WHILE YOU ARE THERE

- ❑ Please be polite and patient, and wait your turn. There may be several people waiting to be assisted.
- ❑ Know where your children are at all times and monitor their behaviour. Don't assume others will watch them. Your children may be acting out or need special attention (see pg. 35).
- ❑ Help others and offer your assistance to volunteers in case they are short-handed or need a break.
- ❑ To ensure a safe environment for everyone, the City has a zero tolerance policy in place. Any abusive behaviour (to volunteers, staff, or patrons alike) will result in you losing access to these services and being escorted off the property.

Staying in Your Home

► Water

Your home's water pipes can easily be broken or cracked, which might allow the water to become polluted. Even if your plumbing seems to work, it is safer to drink water that you have stored for this purpose, or purify it before use.

WATER PURIFICATION TECHNIQUES

- ❑ Wash containers with soapy water, then fill with a 10% bleach solution.
- ❑ After five minutes, empty the container and let air dry. The same bleach solution can be re-used to sterilize all your containers.
- ❑ Strain any sediment or particles from the water by pouring it through several layers of paper towel, cheesecloth or coffee filters.
- ❑ Use **ONE** of these purification methods:
 - **Boiling:** Boil the water for seven to 10 minutes.
 - **Water purification tablets:** Available at drug stores. Follow the directions carefully.
 - **Bleach:** Add liquid household bleach to the water in the quantity shown below, shake to mix thoroughly, then let stand for 30 minutes before using. There *should* be a faint chlorine smell. If there isn't, add the same amount of bleach again and let it stand for 15 minutes. **IMPORTANT:** Only use bleach that contains 5.25% sodium hypochlorite. **DO NOT USE** scented bleaches, coloursafe bleaches, bleaches with added cleaners, or granular forms of bleach (which are poisonous).



Measurements for bleach purification method

Water quantity	If water is clear	If water is cloudy
1 litre (1 quart)	2 drops bleach	4 drops bleach
4 litres (1 gallon)	8 drops bleach	16 drops bleach
20 litres (21 qt)	2.5ml (1.5 tsp) bleach	5 ml (1 tsp) bleach

ALTERNATE SOURCES OF WATER

If you have no other sources of water available, as a last resort there are some other options in your home. **Water from these sources must be purified before using, and is not recommended for drinking.**

- ❑ Existing water in plumbing: After shutting off the main water valve, open a faucet on the top floor and catch the water as it drains from an open faucet on the lowest level.
- ❑ Hot water heater: It is easier to drain water from the heater if a hot water faucet is turned on somewhere in the house. You must shut off the heater's gas or electricity before emptying it, and turn it back on only after the heater has been totally refilled.
- ❑ Flush tank of toilet: Do not use this water if you use any commercial cleaning treatments in your tank. Do not use water from the bowl.

Listen to CKNW AM 980, CBC AM 690 or another local radio or TV station and follow all instructions. Also check portcoquitlam.ca, the City's Facebook, Twitter and Instagram pages, and the Emergency Notification Line: 604.927.5311

Staying in Your Home (cont.)

► Sanitation

HUMAN WASTE

Do not flush toilets if you suspect sewer lines are damaged. Signs include a gurgling toilet, sewage odour, or backup into a floor drain or shower.

If sewer lines work but water lines are damaged, turn off the main water valve and pour water (**NOT** drinking water) into the bowl to flush.

If both sewer and water lines are damaged:

- ❑ Make an emergency toilet: remove water from the bowl, line with two sturdy plastic bags, then add absorbent material such as kitty litter or shredded newspaper. (a bucket with a tight lid or trash can also be used.) Put toilet paper in the emergency toilet. Sprinkle or spray disinfectant onto the feces (not bleach as it is caustic).
- ❑ For urine, use a bucket with a tight lid and place toilet paper in the emergency toilet. Empty the bucket into a hole 18-24 inches deep – away from wells, springs or water supplies – and fill with dirt.
- ❑ Label used waste bags “human waste.” Get disposal instructions from emergency staff.



Wash thoroughly or use hand sanitizer after handling human waste or garbage

HOUSEHOLD GARBAGE

- ❑ Strain any left-over liquids from garbage and dispose of with urine. After straining, wrap solids in layers of newspaper and store in plastic garbage bags in a garbage can with a tight-fitting lid.
- ❑ Prevent pets and animals from getting into the container.

► Heating and Cooking

SAFE OPTIONS

- ❑ Kitchen stove if natural gas/electricity are working (don't leave burners on when not cooking)
- ❑ Fondue pots

- ❑ Camp stoves, sterno stoves, barbecues and hibachis – should never be used inside
- ❑ Fireplaces or wood stoves – only use for warmth if there are no signs of damage

SAFE USE OF GENERATORS AND PROPANE/GAS APPLIANCES

- ❑ Never use propane or gas barbecues, heaters or portable generators indoors, including inside a garage. Only use them outdoors, away from doors and windows.
- ❑ Plug appliances into the generator or use a properly-sized CSA-approved three-pronged extension cord.
- ❑ Don't overload the generator.
- ❑ Never plug a generator into a regular household electrical outlet.
- ❑ Shut down the generator and allow it to cool down before refueling.
- ❑ Keep generators dry and protected from rain and snow.

► Food and Medication

Do not consume any medicines, beverages or food exposed to heat, smoke, dust or fumes. However, they may be salvageable if they were in

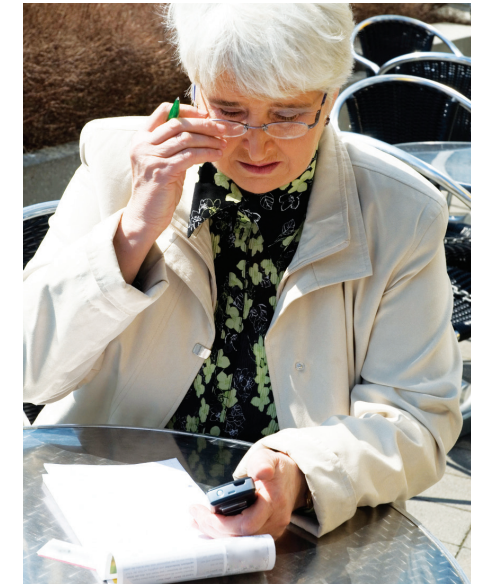
tightly closed or sealed containers, or in airtight refrigerators or freezers. When in doubt, dispose of food and medicines appropriately.

Notifications

► Top Priority

After contacting your family, friends and others on your emergency contact list, make sure to notify the following of what happened as soon as possible, and provide new contact information if necessary:

- ❑ Insurance company: see pg. 30.
- ❑ Property owner, landlord and/or strata management company.
- ❑ Mortgage company: Inform your mortgage company of the disaster and keep them informed of activities to restore the property. They “own” a portion of your dwelling and are interested in making sure their investment is handled properly. They may have forms for you to fill out and may also want to inspect the property.
- ❑ Employer: Let your employer know what happened, if it will affect your ability to fulfil your work obligations, and if any company property was destroyed (e.g. phone, equipment, documents).



► Secondary Priority

You may also want to notify the following, if the disaster will affect them in some way:

- ❑ Children's services: Schools, daycares, babysitters, etc.
- ❑ Professionals: Doctors, dentists, etc.
- ❑ Household services: Housekeepers, lawn care service, etc.
- ❑ Subscriptions: Newspapers, etc.
- ❑ Anyone with whom you had an appointment

► If You Move

- ❑ If you move or live elsewhere temporarily, make sure to notify your insurance company, banks, employer, utility companies, credit card companies, newspaper/magazine subscriptions, school district, etc. of your new address and contact information.
- ❑ Canada Post will hold or temporarily re-route your mail for a fee. Go to www.canadapost.ca for information.



► Sign up for Emergency Notifications with the Alertable App

Register today for the Alertable app and stay informed about actions to take during emergencies such as earthquakes, floods, fires, hazardous material spills and other emergencies.

Alerts include life-saving information and instructions.

Learn more at portcoquitlam.ca/alertable



Scan the QR Code to Download the Alertable App

Dealing with Your Insurance Company

► Where to Start

Your insurance policy is a contract between you and the insurer. The insurer promises to do certain things for you, and in turn, you have certain obligations.

Most policies cover the cost of shelter, food, clothing and other necessities for the reasonable time needed to repair and rebuild your home back to policy limits.

► Next Steps

- ❑ Ask for an advance against your ultimate claim to cover expenses such as clothing or housing, if you need it. The amount will be deducted from the total amount you receive.
- ❑ If you are in a strata complex, stratas carry insurance that will cover repairs to the building and common property. Consult with your strata manager to determine the coverage provided through the strata policy.
- ❑ Make an inventory of everything you lost in the fire. Make it as complete as possible and get everyone in the household involved. Include quantity, description, purchase cost, how long you owned the item, damage sustained to it and replacement cost. Gather photos, receipts or documentation to support your list. Your insurance company may have inventory forms that can help.
- ❑ File your claim right away and push the insurance company to act quickly. Insurance policies require policy holders to file their claim as soon as possible. As well, during widespread disasters, acting quickly can ensure your claim is at the top of the list.
- ❑ Don't throw anything away, even if it is irreparable. It will be easier to provide proof you owned the items on your inventory if the insurance adjuster can see the damaged item.
- ❑ Keep paying your insurance premiums to ensure continuity of coverage, such as liability protection for your home.

CRITICAL FIRST STEPS:

- ❑ Immediately notify your insurance company.
- ❑ Secure your property to mitigate damage. Your insurer will require you to take reasonable care of your property and try to prevent further damage. Your broker may help with this and repairs.

► Additional Tips

PAPERWORK

- ❑ Keep track of all communications (e.g. letters, emails and texts) and take notes of all verbal communications.
- ❑ Keep originals of all documents, including all receipts (post office services, repairs, replacement items etc.) and repair estimates. Only give out copies of documents and keep the originals.

LIVING EXPENSES

- ❑ Keep close track of living expenses. The "loss of use" portion of your insurance reimburses you for additional living expenses while displaced from your home. This could include hotels, meals, laundry and extra gas.
- ❑ If you stay with friends or family, your insurance might reimburse the hosts for extra costs. Ask the host to itemize additional costs but ensure they are reasonable and not frivolous. Be patient with your insurance company if they negotiate about this cost, and politely remind them you are saving them a great deal of money in hotel and meal costs.

REPAIR ESTIMATES

- ❑ Get the right repair estimates based on your coverage – consult with your broker.
- ❑ The insurance company will require an estimate of the fair market value or cost of the property before it was damaged. It will send out its own adjusters, but remember they work for the insurance company. **You do not have to accept their numbers.** It could be best to hire your own estimator or contractor.

Assessing and Repairing Damage

SECURING YOUR HOME

It is important to secure your home and belongings as soon as possible after a disaster, particularly if the loss is not total. In particular, insurance companies require policy holders to try to reduce further damage. Take proactive steps such as:

- ❑ Covering holes in walls and roof to protect from the elements.
- ❑ Boarding up or building a fence to prevent looting.
- ❑ Ensuring there are no remaining embers, in the case of fires.
- ❑ Moving property that is at risk of further damage (e.g. moving an unharmed TV from under a hole in the roof.)

Your insurance adjuster may be able to help arrange assistance to secure your home. If you can't contact your broker and need professional assistance in boarding up your home, contact a general contractor or a restoration service.

INVENTORY

For insurance purposes, make a thorough inventory of what was lost or damaged.

ARRANGING REPAIRS

Obtain quotes on repairs based on your insurance policy. Make sure your contractor not only has good references, but has relevant experience in building and projects involving insurance claims.

Before you start any work:

- ❑ Make sure you and your insurance company are in agreement about the scope of work to be completed.
- ❑ Contact Development Services at developmentservices@portcoquitlam.ca or 604.927.5444 to discuss required permits and inspections. As the property owner, you are responsible for meeting all regulations (building, fire, health, etc.) Don't rely on your contractor to know what needs to be done.
- ❑ Look online for information on residential building at www.portcoquitlam.ca/bizhub.

RESOURCES FOR FINDING CONTRACTORS

- ❑ BC Safety Authority: Find a Contractor link at www.safetyauthority.ca
- ❑ Greater Vancouver Home Builders' Association: Consumer and Membership sections at www.gvhba.org
- ❑ Better Business Bureau: www.bbb.org
- ❑ Strata complexes: Ask strata company for recommended contractors
- ❑ Friends, family and acquaintances

UTILITIES

Utilities are typically shut off or disconnected during fires or disasters.

- ❑ After an earthquake, if you smell natural gas (rotten egg odour), use a wrench and turn your gas off (1/4 turn to the left). Only Fortis Gas can turn it back on. Shut off water and power as well.
- ❑ If the heat will be off and you need to vacate your house during winter, call a plumber to drain the water system, and add RV-type antifreeze (non-toxic) in the toilet bowls, sinks and tubs to prevent freezing.
- ❑ Utility companies will not repair damage to house wiring, sewage pipes, or water and gas lines on the customer's side of the metre or service valve. Hire a professional contractor to make these repairs, which require permits and must adhere to current regulations.

VEHICLE FIRES

If your vehicle is insured, contact your insurance agent. If your vehicle is damaged in a structure fire, contact both home and auto insurance agents.

If you are uninsured and the vehicle is beyond repair, it may have some value to a salvage yard.

Cleaning and Salvage

► General

FOOD, BEVERAGES AND MEDICATIONS

Any food, beverages and/or medicines that were exposed to heat, smoke or fumes should not be consumed. Medicines, especially, can change strength by exposure to heat. Please check with your doctor first before taking these medicines.

If food was in tightly closed or sealed containers, or in airtight refrigerators or freezers, it may be salvageable.

Remember, it is better to replace these items than to jeopardize your health by taking a chance. When in doubt, dispose of food and medicines appropriately.

HAZARDOUS CHEMICALS

- ❑ Go to www.portcoquitlam.ca/waste for information about disposal alternatives.
- ❑ ReGeneration provides information on special waste recycling, including flammable items and chemicals, at www.regeneration.ca.

► After a Fire

Your insurance policy will likely cover cleaning and restoration services. Some general cleaning and salvage tips are provided below.

While you are cleaning, seal off the room in which you are working with plastic wrap to keep soot from moving from one location to another, and try to keep windows closed.

FIRE ODOUR

- ❑ Short of a good cleaning of everything in the house, try placing small saucers of household vanilla, wine vinegar, or activated charcoal around your home to help absorb odours.
- ❑ Restoration companies can also get rid of the odours for you. If insured, consult your insurance company for assistance.

If you don't know if your food or medicine is safe to consume, dispose of it appropriately

CHARCOAL

Charcoal briquettes may spontaneously ignite when damp. They should be disposed of or stored in a non-combustible container with a lid, away from other combustibles.

GENERAL DUST, SOOT AND MILDEW REMOVAL

- ❑ Vacuum all dry surfaces to loosen dirt.
- ❑ Change/clean air-conditioner/heater filters.
- ❑ Wash mildew stains with soap and water, rinse well and dry. If stains remain, use lemon juice and salt, or a solution of household chlorine bleach and warm water.

Warning: do not use gasoline or other flammable liquids for cleaning.

You are strongly advised to use a dust mask and other protection (e.g. gloves and glasses) before attempting this.

- ❑ Remember that the smoke odour is also inside the heating and cooling ductwork, and you get a fresh blast of it when the air system is turned on.
- ❑ If the odour does not go away in about a week, you may want to contact a cleaning service specializing in fire damage. They have the equipment to scrub out the ductwork and deodorize everything in the house.

Cleaning and Salvage (cont.)

HARD SURFACES

Cookware

- ❑ Wash pots, pans, flatware, etc. with soapy water and rinsed then polished with a fine-powdered cleaner.
- ❑ You can polish copper and brass with special polish, or salt sprinkled on a cloth saturated in vinegar.

Doors

- ❑ Locks (especially if iron) should be taken apart and oiled. If locks cannot be removed, squirt machine oil through a bolt opening or keyhole and work the knob to distribute it.
- ❑ Thoroughly clean and oil hinges.

Electrical Appliances

- ❑ Do not operate wet appliances. Have a service technician check them before use.

Furniture

- ❑ Do not use chemicals on furniture. Use oil soap or an equivalent for wood (including kitchen cabinets), vinyl or leather.
- ❑ Do not dry furniture in the sun as the wood will warp. Mop up excess water with a dry, clean cloth.

Walls - paint

- ❑ Mix together 4-6 tablespoons of tri-sodium phosphate (available at paint stores), 1 cup Lysol or chlorine bleach, and 1 gallon of water. Use rubber gloves and goggles, and **keep mixture away from children and pets.**
- ❑ Wash a small area at a time working from the floor up. Rinse thoroughly. Do the ceiling last.
- ❑ Do not repaint ceiling until completely dry.
- ❑ Use a smoke sealer before repainting.

Walls - washable wallpaper

- ❑ Heat and ventilate the room for several days to dry the plaster and the paper.
- ❑ Wipe wallpaper with a cloth and thick soapsuds. Rinse with clear water. Work quickly so paper does not get soaked, and work from top to bottom to prevent streaks.
- ❑ Once dry, paste edges or loosened sections.

Floors

- ❑ Wood or linoleum floors: Use oil soap or the equivalent. It will take four or five applications. Then strip and re-wax.
- ❑ For carpeting: Steam clean, shampoo and repeat steam cleaning.

Faucets & Chrome Trim

- ❑ Clean and protect chrome trim in the kitchen area, faucets, tub fittings and towel bars with a light coating of oil or Vaseline.

CLOTH OR ABSORBENT MATERIALS

Books

- ❑ Separate pages to air dry. If books are very wet, air dry until damp, sprinkle cornstarch between pages, wipe with a dry cloth and press together.

Clothes and luggage

- ❑ To remove odour or soot from clothes that can be bleached, add 1/2 cup ammonia to 2 gallons of water, then rinse in vinegar (use rubber gloves). **Warning: do not mix ammonia and bleach.**
- ❑ Take wool, silk, or rayon garments to the dry cleaners as soon as possible.
- ❑ Wipe leathers with a damp cloth and then a dry cloth. Stuff purses, shoes, etc. with paper first to retain shape.
- ❑ Use steel wool or a suede brush on suede.
- ❑ Leave suitcases open for airing.
- ❑ Contact a cleaning service for specific advice.

Mattresses and pillows

- ❑ Reconditioning the inner-spring mattress at home is almost impossible. If you must use your mattress temporarily, put it out in the sun to dry, then cover it with plastic sheeting.
- ❑ Dispose and replace pillows it is almost impossible to get smoke odour out of pillows.

Plants

- ❑ Wash plants with water on both sides of the leaves (water softeners help).

Replacing What's Lost

If you are insured, your policy will provide some assistance in helping you to replace lost items. Consult your policy and contact your broker.

PROVINCIAL DISASTER ASSISTANCE

When a disaster has a significant impact on a community, the province may declare the event eligible for Disaster Financial Assistance (DFA). Those impacted by such a disaster may apply for DFA for losses that could not be insured or where other programs are not available. DFA helps to replace or restore essential items and property that have been destroyed or damaged to pre-disaster condition.

Assistance is available to qualifying home owners, residential tenants, small business owners, farm owners, and charitable organizations. Applicants should be aware of the following:

- ❑ Financial assistance is provided for each accepted claim at 80% of the amount of total eligible damage that exceeds \$1,000, to a maximum claim of \$300,000.
- ❑ Claims may be made in more than one category (e.g. home owner and farm owner).
- ❑ A homeowner or residential tenant must show that the home is their principal residence. Seasonal or recreational properties, hot tubs, patios, pools, garden tools, landscaping, luxury items (like jewelry, fur coats and collectibles), and recreational items (like bicycles) are not eligible for assistance.
- ❑ Small business owners and farm owners must demonstrate it is their primary source of income. Owners of damaged rental property must apply and qualify as a small business.
- ❑ Charitable organizations must provide a benefit of service to the community at large.
- ❑ Applications for DFA must be submitted to Emergency Management BC (EMBC) within 90 days of the date that DFA was authorized.

For more information, contact Emergency Management BC: (toll-free) 1-888-257-4777 or dfa@gov.bc.ca, or visit the website www.gov.bc.ca/disasterfinancialassistance.

MONEY REPLACEMENT

- ❑ Bonds: If Canada Savings Bonds or any other government bonds have been mutilated or destroyed, contact the organization in writing and include: name(s) and address(es) on the bond, approximate date purchased, denominations and approximate number of each.
- ❑ Bills or coins: Take what is left of them (including ashes) to any chartered bank or to the Bank of Canada. Be prepared to supply information about the circumstances of the loss.

IMPORTANT DOCUMENTS

Start replacing lost documents immediately. Below is a checklist of some of the documents you may need to replace, and who to contact.

As a precaution, it is wise to keep copies of all important documents in two secure locations, such as a safe deposit box, fireproof safe or watertight bags in the freezer. You can also exchange documents with others you trust, or upload to a secure location on the internet (e.g. secure cloud storage).

- ❑ Driver's licence: Motor vehicle branch
- ❑ Bank books: Bank branch as soon as possible
- ❑ Insurance policies: Insurance company / broker
- ❑ Military discharge papers: Local Veteran's Administration
- ❑ Passport: Passport office
- ❑ Birth, death, marriage certificates: Provincial government
- ❑ Divorce papers: Supreme court where decree filed
- ❑ Care card: Medical Health Services
- ❑ Credit card: Issuing companies as soon as possible
- ❑ Stocks and bonds: Issuing companies or broker
- ❑ Wills: Issuing lawyer or notary
- ❑ Income tax records: Revenue Canada

Coping With Stress

► Take Care of Yourself

You've been through a lot. It is **normal** to feel helpless, confused, angry or worried about the future. The emotional and physical effects of a disaster may take a while to heal.

Some employers and/or health insurance carriers provide coverage for counselling services.

Here are some ways to take care of yourself:

- ❑ Eat nutritiously and regularly.
- ❑ Sleep as much as the body needs for a few days.
- ❑ Get additional exercise.
- ❑ Talk about the disaster and your concerns for the future.
- ❑ Accept the help and kindness of friends and neighbours.

► Addressing Children's Needs

Children are especially vulnerable to mental and emotional distress after a disaster. To aid their recovery:

- ❑ After ensuring their physical safety, focus on your children's emotional needs by encouraging them to express their feelings. Drawing pictures and telling stories are good ways to do this. Listen carefully as they share and explain what really happened. Be honest and tell them of any further dangers that may still exist, and that you will work it out together.
- ❑ As with adults, hugs are reassuring so give them liberally. Tell them things will be better again but don't lie.
- ❑ Return to a normal schedule as soon as possible but relax the rules for a while.
- ❑ Include children in cleanup activities. Having a job to do refocuses their attention on something more positive and creates a more comforting, normal environment.
- ❑ Be aware that for a time, aspects of the disaster may trigger their fears (such as seeing flames or smelling smoke if there was a fire). Talk through their fear and reassure them they are safe.
- ❑ It is common for children to revert to immature behaviour for a few days. Some normal reactions are irritability, anger, sadness, diarrhea, headache, nightmares, and loss of appetite. Rather than focusing on this behaviour, praise them for sharing their feelings and for helping around the house. However, if it persists for more than two weeks, seek professional advice.
- ❑ Try to spend a little extra time with them, especially at bedtime.
- ❑ Work with teachers, childcare providers, babysitters and others who need to understand how the disaster affected them.



Long-term Recovery

► Resilience Centre

After a major emergency such as an earthquake or flood, and after immediate life safety needs have been addressed (typically following the 72 hour period following an event) Port Coquitlam Emergency Support Services will set up a resilience centre to support the community's long-term recovery.

A resilience centre is a "one-stop shop" support centre intended to help residents return to their normal lives as soon as possible.

The centre will be set up like a trade show, showcasing services from different City departments and other organizations. Locations and details would be posted on the City website.

Participants will vary depending on the type of emergency, but some examples may include:

- ❑ Ministry of Social Development and Poverty Reduction

After a major emergency, support will be available to help local residents return to their normal lives as soon as possible

- ❑ Ministry of Environment
- ❑ BC Housing
- ❑ Insurance providers (Insurance Bureau of Canada)
- ❑ Banks and financial institutions
- ❑ Health Emergency Management BC
- ❑ Non-profit organizations, such as SHARE Community Services, Canadian Red Cross, the Salvation Army, Disaster Psychosocial Services, and Canadian Disaster Animal Response Team
- ❑ St. John Ambulance
- ❑ City departments and divisions, such as Communications, Public Works, Fire & Emergency Services, Planning and Bylaws



WANT TO GET INVOLVED?

Visit portcoquitlam.ca/volunteering for more information and complete the expression of interest form should you wish to be contacted during the next EP intake. This is typically done each Spring and Fall.

Contacts and Resources

► Emergency Contacts

City of Port Coquitlam Emergency Info:

- Broadcasts on CKNW AM 980 or CBC AM 690
- Recorded information: 604.927.5311
- www.portcoquitlam.ca

Police, Fire & Ambulance:

- Emergencies: 9.1.1
- Fire non-emergency: 604.927.5466
- RCMP Non-emergency: 604.945.1550

Bear/Dangerous Wildlife Sightings:

Conservation Officer Service: 1.877.952.7277

Broken Watermains, Roads, Lighting or Sewer and other Public Works Emergencies:

- **Daytime:** Public Works, 604.927.5496
- **After-hours Emergencies:** 604.543.6700

Downed Electrical Wires:

www.bchydro.com/outage or 1.888.769.3766

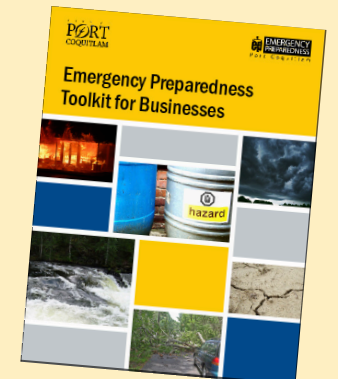
Gas Leaks:

www.fortisbc.com/gasleak or 1.800.663.9911

► Emergency Preparedness: City of Port Coquitlam

Go to portcoquitlam.ca/ep or contact 604.927.5460 or ep@portcoquitlam.ca to learn about:

- **Free one-day courses:** Topics include personal preparedness and basic fire suppression. See pg. 3 for more information.
- **Business toolkit:** Downloadable guide on what businesses need to do before, during and after a major disaster for rapid recovery.
- **Emergency preparedness information:** Including preparing for different types of emergencies.
- **Recovery after a disaster:** Services and advice to recover in the weeks and months after a major emergency.
- **Strata/co-op preparedness:** Book a free on-site session with one of our trainers.
- **Emergency Support Services and volunteering:** We're always looking for more volunteers!



► Emergency Preparedness: Other Agencies

Canadian Red Cross:

www.redcross.ca

PreparedBC:

www2.gov.bc.ca/preparedbc





Public Safety Canada:

www.getprepared.gc.ca

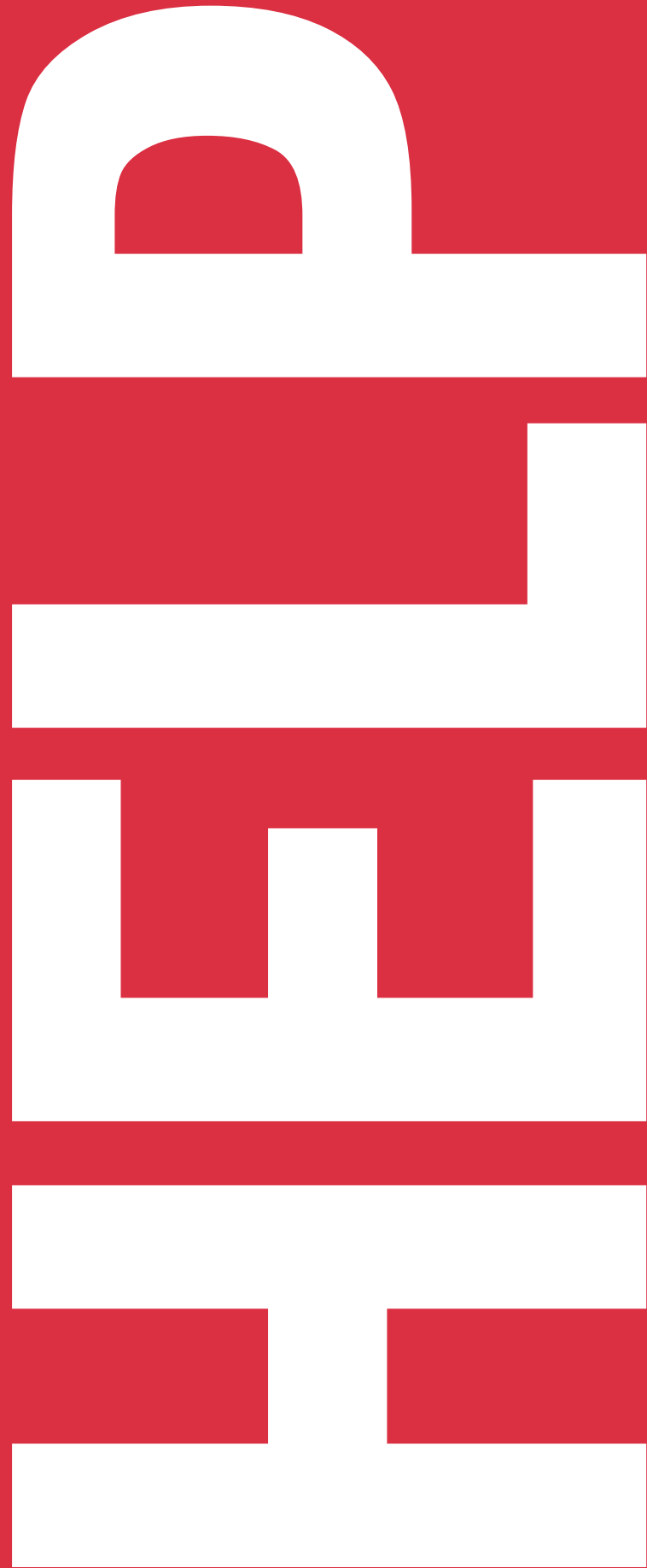
Emergency Contact Cards

Each family member should carry an emergency contact card. It is important to have an out-of-town contact because local phone lines may be down but long-distance lines may still be available.

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<p>LOCAL EMERGENCY CONTACTS</p> <p>Name: _____ Tel: _____</p> <p>Email: _____</p> <p>Name: _____ Tel: _____</p> <p>Email: _____</p> <p>Family meeting place: _____</p> 	<p>OUT-OF-TOWN EMERGENCY CONTACT</p> <p>Name: _____</p> <p>Tel(s): _____</p> <p>Email: _____</p> <p>Address: _____</p> <p><i>Provide information to this contact that you want to share with other family members.</i></p>
<p>LOCAL EMERGENCY CONTACTS</p> <p>Name: _____ Tel: _____</p> <p>Email: _____</p> <p>Name: _____ Tel: _____</p> <p>Email: _____</p> <p>Family meeting place: _____</p> 	<p>OUT-OF-TOWN EMERGENCY CONTACT</p> <p>Name: _____</p> <p>Tel(s): _____</p> <p>Email: _____</p> <p>Address: _____</p> <p><i>Provide information to this contact that you want to share with other family members.</i></p>
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Tel: 604-927-5460
Email: ep@portcoquitlam.ca
#1 Fire Hall, 1725 Broadway Street
Port Coquitlam, BC V3C 2M9

WWW.PORTCOQUITLAM.CA/EP