

If flooding occurs, the City of Port Coquitlam may not be able to provide assistance to individual property owners.

**If your business is within one of Port Coquitlam's flood plains, it's up to you to prepare for potential flooding to minimize damage to your property and business and to ensure the safety of your family and your employees.**

**PREPARE NOW!**

**Do not wait for an emergency to happen.** There are simple things you can do TODAY to prepare your business.

The potential for spring flooding is real. Floods and natural disasters can happen anytime, anywhere, and they can happen fast. So whether your business is near the water or not, always be ready.

**STAYING INFORMED**

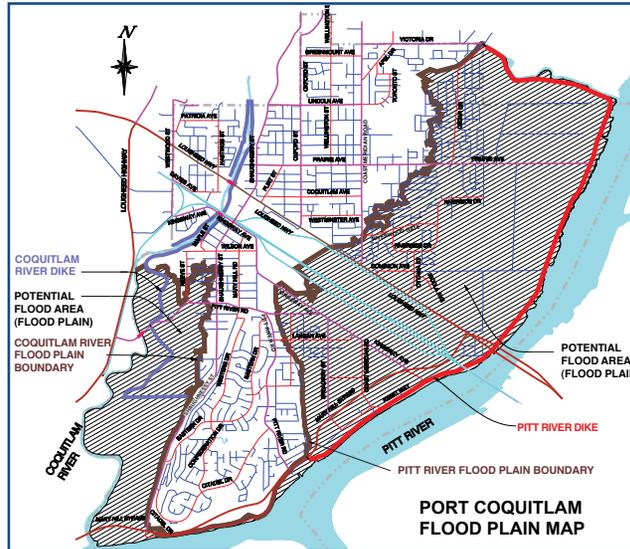
The City's website ([www.portcoquitlam.ca/flood](http://www.portcoquitlam.ca/flood)) and regular media advisories will recommend actions people need to take to limit or prevent disaster. As the need arises, municipal or provincial authorities will provide more detailed instructions. Continue to monitor local radio stations and newspapers for flooding updates.

**IMPORTANT!**

When flooding is hours or minutes away, keep your priorities straight. Ensure family/employee safety first. Be certain you have enough time to get to higher ground before access is cut off.

**Follow the tips in this brochure to help protect your family, employees, property and your business assets.**

**PORT COQUITLAM FLOOD PLAIN**



Larger version of map: [www.portcoquitlam.ca/flood](http://www.portcoquitlam.ca/flood)

**IMPORTANT CONTACTS**

|  |                |
|--|----------------|
| <b>Emergency (Fire, Police, Ambulance)</b> .....   | 911            |
| <b>City of Port Coquitlam</b>  |                |
| Flood InfoLine.....  | 604.927.5311   |
| Emergency Preparedness Office.....   | 604.927.5466   |
| Main Switchboard.....  | 604.927.5411   |
| Operations.....  | 604.927.5488   |
| After-Hours Emergency Contact.....   | 604.543.6700   |
| <b>Provincial Emergency Preparedness</b>   |                |
| Info in English, Punjabi, Cantonese, Mandarin – <a href="http://www.pep.bc.ca">www.pep.bc.ca</a>                           |                |
| <b>Road Conditions</b> .....   | 1.800.550.4997 |
| <b>Fraser Health</b> ( <a href="http://www.fraserhealth.ca">www.fraserhealth.ca</a> ).....                                 | 604.587.4600   |
| <b>Red Cross, Lower Mainland</b> .....   | 1-800.565.8000 |
| <a href="http://www.redcross.ca">www.redcross.ca</a>   |                |
| <b>Utility Companies - Emergency Lines</b>   |                |
| BC Hydro ( <a href="http://www.bchydro.com">www.bchydro.com</a> ).....   | 1-888-769-3766 |
| Fortis BC ( <a href="http://www.fortisbc.com">www.fortisbc.com</a> ).....  | 1-800-663-9911 |
| <b>Emergency Preparedness for Industry and Commerce Council (EPICC) - <a href="http://www.epicc.org">www.epicc.org</a></b> |                |

More flood information and resources:  
[www.portcoquitlam.ca/flood](http://www.portcoquitlam.ca/flood)



**PREPARING FOR A FLOOD**  
Information for Businesses

*For information only - this is not an evacuation alert*



The City of Port Coquitlam has begun preparing for the possibility of flooding this spring. If flooding occurs along the Fraser and Pitt Rivers, certain areas of Port Coquitlam could be affected.

This handout is intended to help local businesses prepare themselves should flooding occur. **Early preparation is our best protection.**

[www.portcoquitlam.ca/flood](http://www.portcoquitlam.ca/flood)

More flood information and resources:  
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**FIRST AND FOREMOST:** Ensure your 24-hour contact name at the Fire & Emergency Services Department is up to date. Find out by calling 604.927.5466 or emailing fire@portcoquitlam.ca.

### PREPARE YOUR FLOOD PLAN TODAY

#### Ensure staff are familiar with your plan.

- Have an evacuation plan for the building.
- Review your flood insurance policy. You may wish to review your policy with your insurance provider.
- Prepare to move your inventory to higher levels, offsite or into trucks.
- If you use computers, have a current backup of your important programs and data stored offsite.
- Protect filing cabinets and desks by moving them to a higher location in the office.
- Plan how your important records will be stored offsite.
- Empty your safe and remove cash from the site.
- Know how to shut off natural gas appliances.
- Records to remove are: invoices, general ledger, tax returns, checks, customer lists, orders, important contracts, and other legal documents.
- Unplug electrical equipment / raise it off the floor.
- Raise elevators to the second floor and turn them off.
- Have a supply of rope, sandbags, plastic sheeting and lumber for emergency waterproofing.
- Know how to shut off water supply.
- Use a camera to document preparation/inventory.
- Notify suppliers that you are in a potential flood zone; if possible, ask them to delay major deliveries or to call first to confirm you can accept the delivery.

#### IMPORTANT!

Storage of hazardous materials on your business property is a serious responsibility and a large concern to the environment and public health.

- Raise or remove all toxic or hazardous materials (including products that react with water).
- Forward a list of all hazardous materials to Fire & Emergency Services at 1725 Broadway St., Port Coquitlam, V3C 2M9. This will ensure the appropriate emergency personnel response.

#### Protect your business – gather the following items this week:

- Copy of your business flood plan.
- Home and emergency contact lists for all staff.
- Flashlight with extra batteries.
- First Aid kit.
- Drinking water (at least two to four litres of water per employee per day - plan for min. three days).
- Battery-operated/wind-up radio, extra batteries.
- Camera with film.
- Rubber boots/shoes and socks; rain jackets/pants.
- Warm clothing and blankets.
- Bleach and sponges.
- Tool kit, hammer, nails, pliers, gloves, crescent wrench and utility knife.
- Plastic sheeting, tape and screwdriver.
- Brooms, shovels and mops.

### WHEN THERE IS IMMEDIATE DANGER

- Do not panic.
- Review and start your flood plan.
- Meet with your employees.
- Shut off electrical power and natural gas.
- Plug all sewer drains on the lower level and cover the plug with a heavy item. (To make a plug, put one garbage bag inside another and add two shovel fulls of sand; secure the top of the bags.)

- Move your critical equipment and inventory to a higher place. Secure or chain down any equipment that may float in flood waters.
- Assist other tenants in the building.
- Notify key customers, suppliers and alarm company.
- Take photos of your preparations for insurance.
- If you evacuate the building, lock all doors, gates and windows to minimize looting.

### A NOTE ABOUT SANDBAGS

Sandbags can be useful in some situations, but not in others. Individuals are best equipped to determine where they can be best used. If you require sandbags or other supplies specific to your needs, please contact the various suppliers in our area. The City has a limited supply of sandbags for residents and businesses in high-risk areas (outside the dikes) – contact the Operations Centre at 604.927.5496 for information. It will be your responsibility to fill and lay the sandbags.

### IF FLOODING IS OCCURRING

- Use extreme caution if you need to walk in the water. Utility holes could be open. The current may knock you down, or there could be downed electrical wires.
- Move yourself, employees and vehicles to higher ground.
- Set up a telephone centre out of the flood area for your employees and customers to get information.

#### IMPORTANT!

- Ensure your business has a battery-powered radio in working order with spare batteries, to listen to instructions and information from local radio stations.
- NEVER use generators, grills or other gasoline, propane or charcoal-burning devices inside any building, garage or carport or near doors, windows or vents.  
**They produce carbon monoxide, an odourless, colourless gas that kills.**
- If you turn the gas off, do not attempt to turn it back on by yourself. Reconnection must be done by the gas supply company.

### AFTER THE FLOOD

If the dikes are breached and flooding occurs in the area, there could be a prolonged disruption of services such as sewer, water, power and gas.

Full services may not be restored for some time. We advise you to make plans to operate from an alternate site during the interim period.