

PREPARING FOR A FLOOD

Information for Residents of Single-Family & Multi-Family Homes

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 River, certain areas of Port Coquitlam could be affected.

AM I IN A FLOOD ZONE?

Port Coquitlam has two flood plains - the Fraser/Pitt River zone and Coquitlam River zone.

The map to the right shows areas that might be affected by flooding.

WE SHOULD ALL BE PREPARED

The City of Port Coquitlam is working hard to ensure our citizens have the resources they need to prepare themselves for a flood.

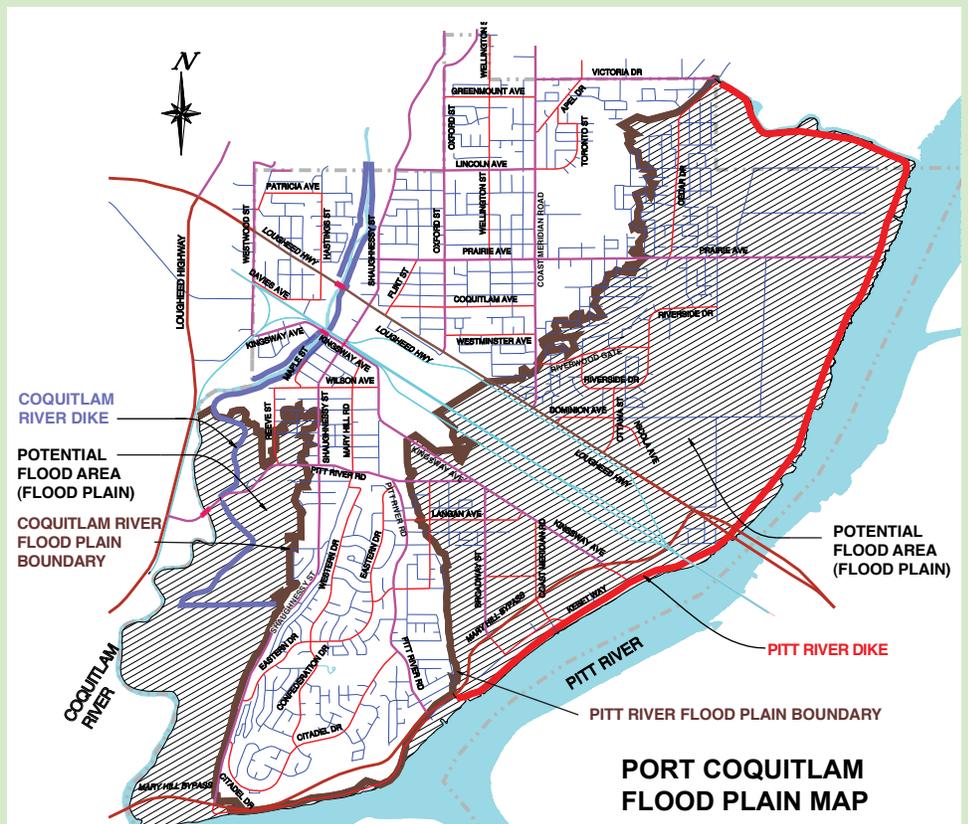
If flooding occurs, the City of Port Coquitlam may not be able to provide assistance to individual property owners.

If you live 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 to ensure your family's safety.

Even if you don't live in a flood plain, you should always be prepared!



The City of Port Coquitlam upgraded the local dikes in 2007 as part of its flood response plan.
Tri-City News photo



Check the back page for important contact and flood preparation information.

www.portcoquitlam.ca/flood

THE CITY'S PLANS

The City of Port Coquitlam and its Emergency Preparedness Office are proactively taking steps to prepare for the safety of residents and local businesses.

The City upgraded its dikes in 2007. Our flood response plan includes patrolling the dikes, preparing and disseminating flooding and flood preparedness information to the public, liaising with other government and utility organizations, monitoring weather forecasts and river levels daily, and developing contingency and evacuation plans.

KEEPING YOU INFORMED

Our website (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. **Turn to your local newspapers and radio stations for flooding updates.**

PREPARE NOW!

Do not wait for an emergency to happen. There are simple things you can do TODAY to prepare for possible flooding or other natural disasters. Floods can happen anytime, anywhere and they can happen fast. So whether you live in the flood plain or not – always be ready!

PROTECT YOUR FAMILY WITH THESE SIMPLE STEPS

Prepare your emergency supply kit THIS WEEK. Place these items in an easy-to-carry waterproof container:

- Water! At least two to four litres of water per person per day. (Plan for a minimum of 3 days.) Smaller bottles can be carried easily in case of an evacuation order.
- Food that will not spoil, such as canned food, energy bars and dried foods -- do not forget pet food.
- Prescription medication; minimum 2-week supply is recommended.
- Infant formula/care items.
- Battery powered radio and spare batteries.
- Flashlight and lantern with spare batteries.
- Identification for each member of your household.
- Manual can opener.
- Warm clothing including waterproof outer garments and footwear for each household member.
- First aid kit.
- Important personal and family documents (including household insurance policies).
- Blankets and hand towels for each person.
- Cash in small bills, and coin.
- Familiarize yourself with the home safety tips mentioned in the next section.

IMPORTANT!

As part of your preparedness plan:

- Arrange to stay with friends or relatives not affected by flooding if you are evacuated from your home.
- Arrange to move your valuables out of your home.

SAFETY IN YOUR HOME – PROTECT YOUR PROPERTY AND BELONGINGS

Follow these steps if there is IMMEDIATE DANGER or authorities have issued an EVACUATION ALERT for your area.

- Special precautions should be taken to safeguard or minimize damage to electrical, natural gas or propane heating equipment. If there is enough time, consult your supplier for instructions on how to proceed. (Also visit the utility company websites on the back of this brochure.)
- Shut off all power in your home. If the main switch is in an area that is already wet, stand on a dry board and use a dry stick to turn switch off. If the room is already flooded, do not attempt to turn off power.
- Turn off the water supply. Plug up all sewer drains in the basement with a plug covered by a heavy item to hold it in place. (To make a plug, put one garbage bag inside another and fill with two shovelfulls of sand; secure the top of the bags.)
- Secure/chain any tanks that may float (e.g. propane tanks).
- Disconnect electrical appliances and move furniture and other belongings to floors above ground level.
- Move as many food items from basement pantries and root cellars to the upper floors as possible.
- Remove toxic substances, such as pesticides, paints, gas containers, fuels, etc. from areas in danger of flooding.
- Review your personal insurance plan. Make note of how to make a claim and how to contact your agent.

IMPORTANT!

If you shut your gas off, do not attempt to turn the gas back on by yourself. Reconnection must be done by your gas supply company.

In the event of a power outage, NEVER use generators, grills, or other gasoline, propane or charcoal-burning devices inside your home, garage, or carport or near doors, windows or vents. They produce carbon monoxide: an odourless, colourless gas that kills.

INFORMATION ABOUT EVACUATIONS

THREE STAGES OF EVACUATION

If flooding occurs and evacuations are necessary, there will be three stages:

1. **EVACUATION ALERT** - You are not yet required to evacuate, but should be prepared to do so. You should monitor news sources (such as radio) and keep your telephone free. People with special needs, pets and livestock should be moved out of the danger area.
2. **EVACUATION ORDER** - You must leave the area immediately. Don't try to be a hero - you'll get in the way of emergency response teams and may even injure yourself. During an Evacuation Order, the area will have controlled access. Photo identification will be required to enter the area. The RCMP will enforce the Evacuation Order. *Note: In some instances, an Evacuation Order is immediate, and no Evacuation Alert is given.*
3. **EVACUATION RESCIND** – You can return to your property once the situation has passed. Continue to monitor the news.

PREPARING FOR AN EVACUATION

- Locate all family members or co-workers and determine a planned meeting place, should an evacuation be called while separated.
- Prepare to move any people with special needs, children, pets and livestock to safety.
- Arrange to transport your family or co-workers if an Evacuation Order is given.
- Make arrangements to stay with friends or family away from the affected areas, if an evacuation occurs.
- Gather essential items, such as medications, eyeglasses, valuable papers, and keepsakes such as photographs and heirlooms. Make them accessible for immediate departure.
- For updates, tune into your local AM radio stations.

IMPORTANT!

Prepare enough supplies in your emergency kit for a minimum of 3 DAYS for each person in your home and your pets.

- Radio:** Ensure that you have a battery-powered or wind-up radio in working order, with spare batteries, to listen to instructions from your local radio station.
- People with Special Needs:** Establish a personal support network of friends, neighbours, and relatives who understand your needs. Provide your support person(s) with a list of your medical conditions, required medications, and emergency contacts.
- Alternate Living Space:** Arrange to stay with friends and family who are not affected by flooding in the event of evacuation.
- Pets** are not permitted in emergency shelters. Be sure to make alternate arrangements in case of evacuation.
- Gas:** Keep your vehicle's gas tank full.
- Emergency Supply Kit:** Prepare your kit today.
- Generators:** Do not use in carports, garages or indoors.

IF YOU ARE EVACUATED

- Vacate your home when you are advised to do so by emergency authorities. Ignoring such an order could jeopardize the safety of your family or those people who might eventually have to come to your rescue.
- Lock all doors and windows and ensure gas and other heating fuel sources are turned off, electricity is shut off, and water is shut off at the main valve leading to the house.
- Take your emergency supply kit with you.
- Should time allow, leave a note on your front door informing others when you left and where you went.
- Follow through with the arrangements you have made for your pets and livestock.
- Follow the routes specified by officials. Don't take shortcuts. They could lead you to a blocked or dangerous area.
- Register with the emergency reception centre so you can be contacted and reunited with your loved ones.
- Drive with care and watch for damaged bridges, slides, washouts and especially downed powerlines.
- Try not to drive through flood waters. The water may be deeper than expected, and fast water can sweep your car away. However, if your car stalls in fast-rising waters, leave it behind. Always consider your safety and the safety of others first.

RETURNING HOME

- Do not return home until authorities rescind the Evacuation Order.
- Before returning, ensure there is a safe supply of water and a satisfactory system for disposal of human waste and garbage. If in doubt, contact the Fraser Health at 604.587.4600. You can also call Fraser Health for information about the potential contamination of food.
- Exercise caution when re-entering your home. To avoid electrical shock, wear rubber boots in areas flooded with more than five centimetres (two inches) of standing water.

NOT LOCATED IN AN AREA THAT IS IN THE FLOOD PLAIN? YOU MAY STILL BE AFFECTED!

Take the following precautions:

- Prepare an emergency supply kit in the event of power and/or gas service outages and/or road closures.
- Make your home available to friends and family who may be less fortunate - call them today.
- Familiarize yourself with the home safety tips in this brochure in the event you need to help others.
- Lend a helping hand to neighbours who have special needs and may not be able to take the actions necessary to be prepared.

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FOR MULTI-FAMILY BUILDINGS

The main concern for multi-family buildings is the first floor and the underground parking area.

- **Your vehicle:** You may have to find alternate parking. Remember the street may also be affected by flooding.
- **Storage:** Do you have a storage locker in an underground area? If you cannot move any or all of your items, then put them into waterproof containers. Remove any personal treasures and irreplaceable or valuable items.
- **Hazardous materials:** Do you know of hazardous materials (including paint, fuel or solvent) being stored in the underground storage area? If so, please remove them or ask for them to be removed. These items could be hazardous to all of us and the environment.
- **Utilities:** Ensure you know where and how to shut off power, water and gas to your unit if required. If you are not sure how, contact your manager or strata council for instructions.

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.

OTHER INFORMATION SOURCES

View additional flood links and information at www.portcoquitlam.ca/flood.

Flood preparation

Provincial Emergency Program:

www.pep.bc.ca/floods/index.html

Red Cross:

www.redcross.ca/article.asp?id=33841&tid=001

Public Safety Canada: www.getprepared.gc.ca/cnt/hzd/flds-eng.aspx

Fraser Health – www.fraserhealth.ca/your_health/emergencypreparedness/flood-planning

Fortis BC: www.fortisbc.com/Safety/Floods/Pages/default.aspx

Telus: http://about.telus.com/community/english/about_us/for_our_customers/customer_safety/disaster_planning

BC Hydro: www.bchydro.com/safety/safety_in_emergencies/earthquakes_wildfires.html

Flood status and management

River Forecast Centre:

<http://bcrcfc.env.gov.bc.ca/bulletins/freshet.htm>

Weather Warnings: http://www.weatheroffice.ec.gc.ca/warnings/warnings_e.html

Flood Hazard Management: www.env.gov.bc.ca/wsd/public_safety/flood/fhm-2012/flood_emg_index.html

Fraser Basin Council: <http://www.fraserbasin.bc.ca/programs/flood.html>

Livestock and farms

Horse Council of British Columbia:

www.hcbc.ca/Disaster-Preparedness.html

Ministry of Agriculture: www.agf.gov.bc.ca/emergency/

Post-flood recovery

Canada Mortgage and Housing Corp.:

www.cmhc-schl.gc.ca/en/co/maho/em/index.cfm

Public Safety Canada: www.getprepared.gc.ca/cnt/hzd/flds-ftp-eng.aspx

BC Ministry of Health: www.health.gov.bc.ca/emergency/pdf/what-to-do-after-the-flood.pdf



IMPORTANT CONTACTS

Emergency.....911

Fire, Police, Ambulance

City of Port Coquitlam

Flood Info Line.....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

www.portcoquitlam.ca

Provincial Emergency

Preparedness

Info in English, Punjabi, Cantonese and Mandarin – www.pep.bc.ca

Road Conditions....1-800-550-4997

Fraser Health Authority

.....604.587.4600

www.fraserhealth.ca

Red Cross, Lower Mainland

.....1-800-565-8000

www.redcross.ca

Utility Companies -

Emergency Lines

BC Hydro.....1-888-769-3766

www.bchydro.com

Fortis BC.....1-800-663-9911

www.fortisbc.com

Fill in your important contact numbers:

Child's school: _____

Daycare: _____

Insurance Co: _____

Doctor: _____

Other: _____

Fill in your own contact information:

Family name: _____

Address: _____

Tel: _____ Cell: _____

Number of people residing at this address: _____

Out-of-town contact - Name: _____

Address: _____

Tel: _____ Cell: _____