

EMERGENCY GUIDE

ATCO



IN AN EMERGENCY DIAL 911

- KEEP INFORMED
- MONITOR LOCAL RADIO, TV, AND SOCIAL MEDIA

NAME

ADDRESS

POSTAL CODE

PHONE

TOWN OF STRATHMORE

**THIS EMERGENCY GUIDE WAS PUBLISHED
BY THE TOWN OF STRATHMORE'S
REGIONAL EMERGENCY MANAGEMENT
AGENCY, ATCO AND EPCOR.**

The Strathmore Regional Emergency Management Agency is responsible for ensuring the Town of Strathmore is prepared to respond and recover from all hazards including natural disasters, technological incidents and human-caused incidents. To be prepared, the Town regularly conducts training exercises with staff and stakeholders.

Individuals, families and businesses can do their part in being personally prepared by ensuring their emergency plans and business continuity plans are in place.

This guide offers information on personal emergency preparedness to help citizens protect themselves, family members and neighbours.

To order additional copies of this guide, secure permission to reproduce or reprint the guide in whole or in part, or receive additional information on emergency preparedness, contact the Town of Strathmore Regional Emergency Management Agency. 403-934-3022

EMERGENCY MANAGEMENT DEPARTMENT



Town of Strathmore
strathmore.ca



Facebook
facebook.com/TownOfStrathmore



Twitter
twitter.com/strathmore_Town

Acknowledgements

It is with sincere appreciation that we acknowledge and thank ATCO and the City of Edmonton's Office of Emergency Preparedness for its contribution, support and permission in creating this updated guide for the citizens of Strathmore.

TOWN OF STRATHMORE



INSURANCE

Can you afford to pay for damage and/or replace all your belongings at once if they were lost due to fire or water damage? Insurers will be there to help when disasters strike, but a little preparation can go a long way to minimize the impact of an emergency.

Whether you rent or own your home, when your insurance policy comes up for renewal and before you contact your insurance professional, make a list, take photos or video of the key details about your residence and belongings to ensure your property is properly protected. Store your inventory list, photos and videos on an external drive outside of your home, such as a bank safety deposit box. If you are a post-secondary student living away from home, check with your parents' insurance company to make sure you're covered under their homeowner policy.

INSURANCE BUREAU OF CANADA



Toll Free
1-800-377-6378



Website
ibc.ca

INSURANCE

EMERGENCY ALERTS

STRATHMORE ALERTS ALLOWS THE TOWN TO SEND YOU MESSAGES ABOUT EMERGENICES AS THEY HAPPEN IN STRATHMORE. BY SIGNING UP, YOU WILL BE INFORMED BEFORE, DURING AND AFTER INCIDENTS THAT COULD AFFECT YOUR SAFETY.

Sign up to receive alerts on your smartphone or computer at:



Town of Strathmore
strathmore.ca

Wheatland County residents can register for Voyent Alert! to receive reliable information and instructions in the event of an emergency.



Wheatland County
wheatlandcounty.ca/voyentalert

THE ALBERTA EMERGENCY ALERT SYSTEM DELIVERS VITAL INFORMATION REGARDING A THREAT TO THE SAFETY OF ALBERTANS WITHIN A SPECIFIC REGION.

Alerts are distributed to the public through various outlets including:

- Radio and Television
- Internet
- Rich Site Summary (RSS) Feed
- Social media (Facebook, Twitter etc.)
- Text Messages
- Road Signage

Sign up to receive alerts on your smartphone or computer at:



Alberta Emergency Alerts
emergencyalert.alberta.ca



Severe weather alerts and other public safety messages
theweathernetwork.com/weather-apps

EMERGENCY ALERTS



**CLICK BEFORE
YOU DIG**

AVOID DAMAGING GAS, ELECTRIC AND UTILITY LINES THAT MAY BE BURIED A FEW INCHES UNDERGROUND.

Click or call Alberta One-Call at least two working days
before digging in your yard.



Toll Free
1-800-242-3447



Website
alberta1call.com

CLICK BEFORE YOU DIG



EVACUATION

WHEN YOU ARE INSTRUCTED TO EVACUATE BECAUSE OF FLOODING, FIRES OR OTHER EMERGENCIES, DO SO AT ONCE.

If a large number of homes are affected, authorities will likely establish a reception centre. You may choose to stay at the reception centre or go elsewhere. Ensure you register everyone with you at the reception centre, in person.

- Shut off utilities if instructed to do so.
- Take your evacuation kit.
- Take care of your pets.
- Lock up your home.
- Register at the reception centre - even if you choose not to stay at the reception centre.
- Listen to the radio or tv and follow instructions.
- Check the Town of Strathmore website and Strathmore Alerts for more information.



For more information, visit:
strathmore.ca



**CHEMICAL RELEASE/
SHELTER-IN-PLACE**

IF A HAZARDOUS CHEMICAL IS RELEASED IN YOUR COMMUNITY, YOU MAY BE INSTRUCTED TO “SHELTER-IN-PLACE”.

This means take immediate shelter where you are – at home, work or school, usually for just a few hours.

Be aware of your work or school emergency response plan and any direction provided while at your workplace or school. You may want to have some basic supplies, such as water and food that won't spoil, in case you need to stay put for a while. You may want to raise this question with your employer and colleagues as well.

Act quickly when told to “shelter-in-place”. Follow the instructions of local authorities.

- Go inside.
- Close all windows and doors.
- Turn off furnace and exhaust fans.
- If odour is strong, seal an inside room with wet towels at the base of the door. Breathe through a damp towel to filter air.
- Listen to the radio or TV for further instructions, or refer to Town of Strathmore tab above. Keep phone lines free.



SUMMER STORMS

SUMMER STORMS CAN BRING HEAVY RAIN, HIGH WINDS, HAIL, INTENSE LIGHTNING AND EVEN TORNADOES, ALL OF WHICH CAN DAMAGE PROPERTY AND THREATEN LIVES.

- Remain indoors.
- If you're inside during a tornado, go to the basement or get under a heavy table or desk. Stay away from windows, outside walls and doors.
- If you're outside, find shelter or crouch in a ditch, culvert or ravine with your feet together and your head down.
- Keep away from trees, power and telephone lines.
- Subscribe to emergency alerts on your smartphone or computer. Refer to "Emergency Alerts" tab above.
- Listen to the local radio or TV station.



**WINTER
STORMS**

WINTER STORMS BRING THE DANGERS OF HIGH WINDS, EXTREMELY LOW TEMPERATURES AND HEAVY SNOWFALL OR FREEZING RAIN.

If caught in a blizzard, seek shelter and wait out the storm.

- Dress for the weather.
- Cover mouth and nose in extreme cold.
- Use public transportation if possible.
- Ensure you have at least half a tank of gas and a travel kit in your vehicle.
- Carry a cell phone and charger in your vehicle.
- Subscribe to emergency alerts on your smartphone or computer. Refer to “Emergency Alerts” tab above.



FLOODS & WATER

STRATHMORE RECEIVES ABOUT 320 MILLIMETRES (12.6 INCHES) OF RAIN A YEAR FROM MAY TO OCTOBER.

During major rainstorms or rapid snowmelt, the sheer volume of water can back up drainage and sewer systems, and flood basements. In most cases, you can prevent this from happening by taking a few simple, yet effective steps:

FLOODS

- Check eavestroughs regularly for debris, leaks, poor connections or sagging.

- Install a flood-proofing device, such as a backwater valve to keep rainwater and sewage from backing up into the basement. Extend downspouts at least 1.8 metres (6 feet) from basement wall and drain towards a street or back lane.

RESIDENTIAL WATER

If an unforeseen disruption or water main break occurs, EPCOR works quickly and safely to have service restored.

If your water is off:

1. Call EPCOR to determine if the interruption is widespread or only affecting your own property.
2. Keep all hot and cold water faucets turned off.
3. Don't use any household appliances that require water (e.g., shower, bath, built in fridge ice-maker, dishwasher, washing machine, etc.).
4. Turn off the power to any equipment that could be damaged by a water supply loss (e.g., boilers for heating, water-cooled computers or air conditioners).

Once the water is restored:

- Run a cold water tap for at least five minutes to ensure the water runs clear before any other water-using device is operated.
- Don't run your hot water tap just yet. The impurities could be drawn into your hot water tank and may cause problems with its operation.
- Discard any ice cubes produced by your fridge's ice maker.



INFLUENZA

INFLUENZA IS AN INFECTION OF THE LUNGS AND AIRWAYS CAUSED BY A VIRUS. IT USUALLY AFFECTS PEOPLE IN ALBERTA FROM NOVEMBER UNTIL APRIL.

You can protect yourself and keep it from spreading by taking some precautions.

Limit the spread of germs and prevent infection.

- Wash your hands often, using plenty of soap and warm water. If not possible, use alcohol-based hand sanitizer liquids.
- Cover coughs and sneezes with tissues. If you can, cough into your sleeve.
- Stay away from others as much as possible when sick.
- Stay home from work and school if you become sick.
- Get an annual flu shot.
- Get plenty of rest and strive to stay healthy with proper nutrition and exercise.

ALBERTA HEALTH SERVICES



Health Link 24 Hours
811



Website
albertahealthservices.ca



NATURAL GAS

ATCO IS ON CALL 24-HOURS A DAY, EVERY DAY OF THE YEAR RESPONDING TO CALLS AND EMERGENCIES INVOLVING:

- Natural gas odour (rotten egg odour)
- Hit natural gas lines
- Carbon monoxide
- Natural gas service disruptions
- Natural gas furnaces not working in cold weather

IF YOU SMELL NATURAL GAS INSIDE A BUILDING:

- Leave the building immediately.
- Leave lights and appliances alone.
- Call 911.

IF YOU SMELL NATURAL GAS OUTSIDE A BUILDING:

- Call 911 or ATCO immediately.
- Keep people away from the area.
- Do not smoke or light any flames.

24-HOUR ATCO GAS EMERGENCY



1-800-511-3447



ELECTRICITY

TO REPORT A DOWNED POWER LINE
IN STRATHMORE, CALL 911 OR FORTIS
ALBERTA POWER TROUBLE AT
403-310-9473 IMMEDIATELY WITH
INFORMATION ON THE EXACT
LOCATION OF THE LINE.

- Always assume that downed lines are energized.
- Keep back a minimum of 15 metres (49 feet) from the wires or anything in contact with the wires.
- Warn others in the area of the danger, and have them stay back.

If a power failure affects your whole street or area, locate your home emergency kit. Stay tuned to your radio station and social media for more information.

Tips for an extended power outage

- Turn off all electrical appliances and equipment.
- Keep fridge and freezer closed as much as possible.
- Stay warm. Gather family members in the warmest room in the house. Dress in layers, draw drapes or cover windows to prevent heat loss.
- Do not use camp stoves, kerosene heaters or barbecues indoors as they emit carbon monoxide. Gas stoves used as a heat source for long periods without ventilation will do the same.
- Ensure generators are placed outside and are well ventilated.
- Ensure you have access to a cell phone or a phone that doesn't need power to operate. Cordless phones won't work without power. Have a car charger available for your cell phone.
- Ensure your vehicle has at least a half-tank of fuel at all times. During a power outage, fuel stations are closed.

KITS

If an emergency happens in your community, it may take emergency workers some time to reach you. Be prepared to take care of yourself, family and pets for at least 3 days.

EMERGENCY KIT FOR HOME

- Cash and credit cards – include smaller denominations
- Ready-to-eat and high-energy food for 3 days
- Manual can opener
- Bottled water or water container with at least 4 litres per person per day for 3 days
- Water-purifying tablets
- Lanterns, flashlights (with extra batteries), glow sticks
- Candles with matches
- Wind-up/battery-operated radios, extra batteries and alternate heat sources
- First aid kit
- Whistle (for each member of the family)
- Household bucket. You can flush the toilet manually by pouring a bucket of water into the toilet bowl
- Anti-bacterial hand sanitizer, which is useful for hand washing

TRAVEL KIT FOR VEHICLE

- Extra clothing including hats, gloves and scarves in cool seasons
- Fully-charged cell phone and a car charger for your cell phone
- Blanket
- Ice scraper and brush in winter
- Windshield washer fluid
- Booster cables
- Basic tools including a shovel
- Sand or kitty litter
- First aid kit
- Reflective triangle
- Flashlight, glow sticks
- Small candle in a tin can, waterproof matches
- Non-perishable high-energy food
- Drinking water

EVACUATION KIT

- Emergency contact lists with phone numbers (for every member of your family)
- Copy of the Town of Strathmore emergency guide
- Photos of each member of your family
- Credit cards and cash – include small denominations
- Insurance and important documents, and copies of government identification on external drive
- Prescription and non-prescription medications
- Special needs items for baby, elderly, disabled, pets
- Extra clothes
- Toiletry kit (for every member of your family)
- Rolls of toilet paper
- Whistle (for every member of your family)
- First aid kit
- Lanterns, flashlights (with extra batteries), glow sticks
- Candles and waterproof matches
- Wind-up/battery-operated radios, extra batteries and alternate heat sources
- Bottled water or water container with at least 4 litres per person per day for 3 days
- Water-purifying tablets
- Non-perishable food
- Manual can opener
- Sets of utensils (for every member of your family)
- Hand sanitizer
- Garbage & recycle bags
- Games/toys to pass the time

PET KIT FOR EVACUATION

- Photo(s) of your pet(s)
- Traveling bag or sturdy carrier and blanket
- Extra leash/harness
- 3 days of food and water
- Feeding dishes
- Medications
- Disposable litter trays (aluminum pans)
- Litter or paper towels

FAMILY / EMERGENCY CONTACTS

Each family member and out-of-area contact should have a copy of all the contact numbers. For out-of-area contacts, choose family or friends that everyone can reach in an emergency. A friend or relative who lives in another part of your community should also be listed and may be used as a contact and/or evacuation location.

HOUSEHOLD MEMBER 1

Name

Work / School Name

Address

Work / Cell

Email

HOUSEHOLD MEMBER 2

Name

Work / School Name

Address

Work / Cell

Email

HOUSEHOLD MEMBER 3

Name

Work / School Name

Address

Work / Cell

Email

HOUSEHOLD MEMBER 4

Name _____

Work / School Name _____

Address _____

Work / Cell _____

Email _____

OUT OF AREA CONTACTS

CONTACT 1

Name _____

Work / School Name _____

Address _____

Work / Cell _____

Email _____

CONTACT 2

Name _____

Work / School Name _____

Address _____

Work / Cell _____

Email _____

CONTACT 3

Name _____

Work / School Name _____

Address _____

Work / Cell _____

Email _____

RESOURCES

STRATHMORE

911

Emergencies - fire, ambulance, police, hazardous materials spills

511

Road reports & traffic conditions

1-800-511-3447

Natural Gas Emergency (ATCO)

403-310-9473

Electrical Emergency (Fortis Alberta)

403-934-3535

Non-emergency Police calls

403-934-3022

Non-emergency Fire calls

403-934-9440

Water Emergencies (EPCOR)

403-934-3022

Emergency Management Department

PROVINCIAL

Alberta Emergency Alert
emergencyalert.alberta.ca

Alberta Health Services
albertahealthservices.ca

Alberta One-Call
1-800-242-3447
albertaonecall.com

Health Link 24 Hours
780-408-5465

Alberta Poison and Drug Information Service
1-800-332-1414
padis.ca

NATIONAL

Insurance Bureau of Canada
1-800-377-6378 (Alberta)
ibc.ca

Public Safety & Emergency Preparedness
1-800-0-CANADA (1-800-622-6232)
getprepared.gc.ca

Weather Network
theweathernetwork.com/ca

ATCO

EPCOR



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