

Keep Calm & Prepare for Emergencies



How to prepare and protect yourself, your family and your neighbours

Introduction

Although emergency situations are very rare, it's never too early to start a conversation around what you would do, should something unexpected occur.

Whether it's a minor incident or something more serious, there are some basic procedures you can put into place to help you be prepared – whatever the emergency.

This booklet is designed as a starting point to get you and your family talking, about what would work best for you and what you can do to keep you and those around you safe, in and around your home environment.

Your place of work and your children's schools are likely to have safety procedures in place already, so make sure you find out and understand what these are.

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Getting started:

Situations to get you thinking

What would you do if the below emergency situations arose? Some questions to get you started:

**Do I know my escape routes? Is there more than one?
Who do I need to contact – emergency services / family?
What is the most important thing I need to do to stay safe?**

Emergency situation	What do I need to think about?
Fire	Where is my nearest escape route? What else?
Severe weather conditions (snow, for example)	Can I get to work? Can my child/children get to school? What else?
Power cut	Do I know who my electricity provider is? What else?
Gas leak	Are all naked flames, including cigarettes, extinguished? Are all windows open? What else?
Terrorist attack	Where would I meet my family if I was unable to contact them by phone? What else?
Flooding (Burst pipe, heavy rain)	Do I need to phone my water supplier? What else?

Getting started:

Safety tips for your home

Simple things you can do to help safeguard against and prepare for an emergency situation



- Install and regularly check smoke detectors. To find out about a free home fire safety visit, go to london-fire.gov.uk or call **0800 028 44 28**
- Know the quickest route out of your home and neighbourhood. Find out if there are any designated meeting or evacuation points nearby
- Consider installing a carbon monoxide detector
- Keep keys for locking windows or doors nearby (make sure everyone in the house knows where these are)
- Check the insurance cover for your house and contents is up to date
- Know where the main switches are for your home water, electricity and gas supplies. You may need to turn these off in an emergency:

The water switch is.....

The electricity switch is

The gas switch is.....



- Sign up to receive email and text message alerts for emergencies in Camden at camden.gov.uk/emergencies
- Ask your phone provider if your mobile has an I.C.E (In Case of Emergency) facility. This will enable others to access a dedicated emergency contact number that you can pre-programme
- Add emergency numbers for useful services to your mobile phone (see page 14)
- Make sure your children know the number for the emergency services - **999**
- Make sure your children's schools have your current contact details


Making it personal:

Your important information

What details would be useful to have to hand in an emergency?

Think about what information you might need, or that it would be helpful for others to know about you in an emergency. Fill in this box and, ideally, keep a record of these details with you.

Click here to download wallet-size personal information cards that each member of your family can personalise with their details.



In case of emergency:

Name

Date of birth.....

NHS number

Doctor

Medication / medical needs.....

.....

Emergency contact:

Name

Contact details.....

.....

Additional information or any special requirements:

.....

.....

.....

Making it personal:

Safety in numbers

Make sure someone always knows where you are during an emergency

Think about who you would contact in an emergency. You should get in touch with at least one family member (or friend) to let them know where you are. In case you are unable to contact them by phone, pick two places where you could meet. One close by, the other slightly further away, in case the emergency is more widespread.




My emergency contact is: 

Name

Phone

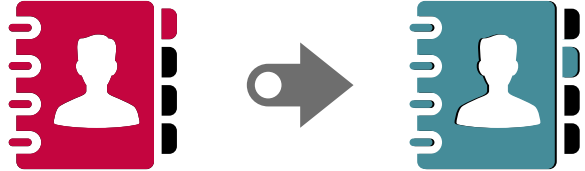
Meeting place 1

Meeting place 2



What if I am unable to meet my emergency contact?

Choose an alternative person you can get in touch with to give your location to...



My alternative emergency contact is:

Name

Phone

Meeting place


.....

Making it personal:

Safety in numbers

If you have to leave your home, can you stay with other family or friends?

List two possible places where you could go



I could stay with:

1. Name

Address

Phone

2. Name

Address

Phone



Will any neighbours need our help?

Do you have any vulnerable or older neighbours, or families with young children, who could use some assistance in an emergency? Once you are sure it is safe to do so, offer to lend a hand.

Name

Address

Name

Address

Name

Address

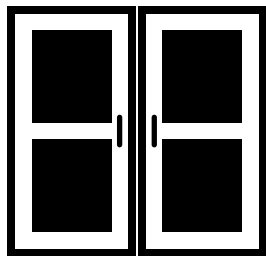
Should I stay or should I go?

Assessing the situation

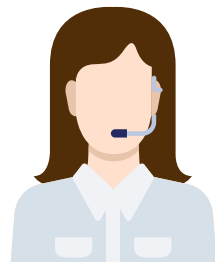
Depending on the nature of the emergency, the most important decision might be whether you stay inside or get out

You should understand and prepare for both possibilities with these general rules:

If the danger is outside: **Go in, Stay in, Tune in**



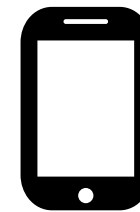
Close all windows and doors



Stay inside until you are contacted by the emergency services or a representative



It may not be safe to collect children from schools or nurseries – these have their own plans in place, so pupils will be cared for



Listen to local radio and TV and check the internet regularly for updates

Local radio stations:

- BBC London Live 94.9 FM
- Capital 95.8 FM
- Kiss 100 FM
- Capital Gold 1548 AM
- LBC 1152 AM
- Virgin 105.8 FM
- Magic 105.4 FM



Should I stay or should I go?

Assessing the situation

If the danger is inside: **Get Out, Stay Out and call 999**



If you have time, secure your home before you leave



Make your way to a safe location



Call emergency services on 999 if you are in immediate danger

What if there is an official evacuation?

If there's an official evacuation, the emergency services or your local authority will advise you of the location of your nearest rest centre, and help you to get there safely. Alternatively, you can choose to make your own arrangements, such as staying with family or friends.



Make sure you take any required medication with you. See page 11 for advice on putting together an emergency grab bag.

Whether you decide to stay or go, make sure to tell your emergency contact where you are.

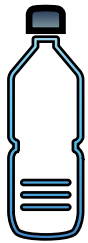
ALWAYS FOLLOW INSTRUCTIONS FROM THE EMERGENCY SERVICES

Packing:

Staying at home?

Think ahead and prepare a home emergency kit

What items would be useful to have with you at home if services such as electricity, gas, water, sewage treatments and telephones were cut off for up to 72 hours? Can you find a space for these in a cupboard or box?



Bottled water



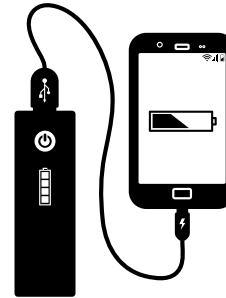
Non-perishable foods, such as canned goods - make sure you have a can opener!



Wrench or pliers - to turn off utilities



Blanket



Battery-powered mobile phone charger



Battery-powered or wind-up radio



Torch



keep some extra batteries handy



Anything else you can think of?

Packing:

Leaving home?

If you had to leave home in a hurry, what would be useful to take in a grab bag?

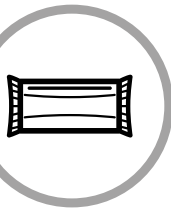
Grab these first:

Required medication and prescription details for all the family



Mobile phone and battery-powered charger

Keys for house and car



Food - snack bars or dried fruit are a good option

Money or bank card



Glasses or contact lenses

Making sure you are safe in an emergency should be your first priority. Only take the time to collect items if it is safe to do so.

- Don't take too much! Use a bag that's small enough to carry easily
- Keep a list on the fridge or inside your chosen bag to jog your memory

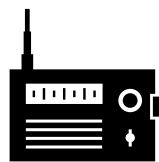
If you have time:



Identity documents: passport or driving licence



Emergency plan with contact list



Battery-powered or wind-up radio



First aid kit



Warm coat

Anything else you can think of?

Packing:

You may be in your car during an emergency

Consider having a car emergency kit – don't just drive, prepare!

Along with the items from your grab bag, what else would be helpful to have with you if you had to stay in your car for a while?

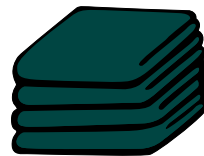
Can you keep some of these in the boot?



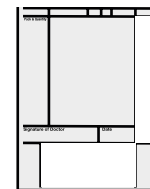
Ice scraper and de-icer



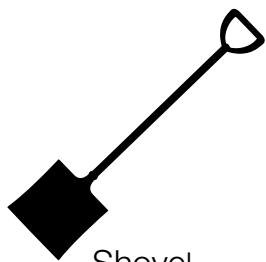
Warm clothes and shoes



Blanket



Details of any prescribed medication



Shovel



Road map



Battery-powered or wind-up torch



Jump leads

Anything else you can think of?

Pets:

We know how important your pet's safety is to you

Here are some tips to keep them safe

Preparation:

Is your pet microchipped?

See your vet for details

Are their ID tags up to date and securely fastened to their collar?

Consider adding the phone number and address of your emergency meeting place

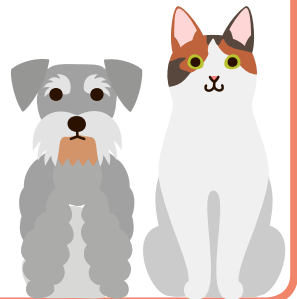
Do you have somewhere you could take your pet in an emergency, if you were unable to take them with you?

Location

Most pet boarding facilities will require your pet's vaccinations to be up to date, so keep certificates handy

During an emergency:

- Make sure your pet is calm and comfortable
- If the emergency is outside, bring them into the house with you
- If you cannot get home, take them to your emergency location
- Contact Camden for assistance from your local dog warden



If you do decide to take your pet with you, consider taking:



Collar and lead



Pet medication



Pet snacks



Carrier or cage



Bed or blanket



Pet information card and vet details

Anything else you can think of?

Useful contacts:




Get to know your neighbours and be part of a united community

People who are engaged with their community and who equip themselves with local knowledge cope better in an emergency – both during and after the event.




So, why not join a local organisation that will offer you the chance to get to know your community in a way that complements the Council, the emergency services and the NHS.

Local Organisations:


Volunteer Centre Camden: Give back to your community

 royalvoluntaryservice.org.uk
 0845 608 0122
 info@volunteercentrecamden.org.uk




Age UK Camden: working with older people

 ageuk.org.uk/camden
 0208 7239 0400
 info@ageukcamden.org.uk

Salvation Army: Help disadvantaged people

 salvationarmy.org.uk/
 020 7367 4500
 london.central@salvationarmy.org.uk




St John Ambulance: Volunteer to save lives

 sja.org.uk/volunteer
 08700 104 950 (ask for the regional volunteer HR team)
 volunteering@sja.org.uk




Why not also sign up for a first aid course? This will provide you with practical skills to help in accidents and emergencies within your home or in your community.

First Aid:

British Red Cross:

 redcrossfirstaidtraining.co.uk
 0845 314 3605
 rctsales@redcross.org.uk

St John Ambulance:

 sja.org.uk/training-courses
 0844 770 4800
 workplace-training@sja.org.uk

Start talking to your community about how you can work together in the event of an emergency:

You can get involved in your local Safer Neighbourhood Panels, Tenants and Residents Associations, take part in Community Conversations or join up to assist locally with Emergencies through the new volunteer CAMERA project

For further information on how you can get involved within your local community, visit: **camden.gov.uk/volunteering**

Useful contacts:

Here are some contact numbers you may find useful in an emergency

Key contacts:		
Emergency services	999	For urgent assistance from the following services: police, ambulance service, fire brigade or coastguard. Try to find out as much information as you can about the emergency before you call.
Local police (non-emergency)	101	If the situation is less urgent, call your local police department.
Camden Council	020 7974 4444	For public enquiries during an emergency, including social services, dangerous trees or structures, housing repairs, emergency planning.
Crime:		
Anti-Terrorist Hotline	0800 789 321	If you see or hear anything that could be terrorist-related, trust your instincts and call this confidential number.
Crimestoppers	0800 555 111	If you see or hear something about a crime, but aren't sure what to do, report it confidentially to this number.
Electricity, gas and water emergencies:		
Electricity (UKPN)	0800 31 63 105	If there's an electrical emergency or power cut at your home, you'll need to ring your electricity provider. If you aren't sure who this is, call UKPN and they can help you to find out.
Gas (National Grid Gas)	0800 111 999	Call this number if you smell gas, think you have a gas leak, or have any concerns regarding carbon monoxide.
Water (Thames Water Leakline)	0800 316 9800 0800 714 614	For general enquiries, including overflowing drains and sewers. If you see a leak or burst pipe, don't assume someone else has reported it.
(Environmental Agency: Floodline)	0345 988 1188	For general information about local flooding.

Stay safe: Start the conversation today

For more information on preparing for emergencies, and to sign up to receive email and text message alerts for emergencies in Camden, visit: camden.gov.uk/emergencies