

EMERGENCY

IN AN EMERGENCY **DIAL 911**
KEEP INFORMED – LISTEN TO YOUR RADIO OR TV



ATCO Gas

Your safety. Our commitment.

MAGNET WILL GO HERE

Emergency numbers, Banff & area:

911	Fire, Ambulance, RCMP, Hazardous Materials Spills, Park Warden Office
403-762-1240	Water, Sewer Emergency (Town of Banff)
1-800-511-3447	Natural Gas Emergency (ATCO)
310-WIRE (9473)	Electrical Emergency (Fortis)

Regional contacts

Calgary Health Region:

www.calgaryhealthregion.ca
Health Link: 403-943-LINK (5465)

Alberta Poison and Drug Information Service:

403-944-1414 or 1-800-332-1414

Emergency Management Alberta:

www.municipalaffairs.gov.ab.ca/ema_index

Canada Red Cross:

www.redcross.ca 1-888-800-6493

Public Safety & Emergency Preparedness:

www.psepc-sppcc.gc.ca 1-800-830-3118

Salvation Army Canada:

www.salvationarmy.ca 416-425-2111

This emergency guide is a publication of the Town of Banff Municipal Emergency Plan and ATCO Gas. The guide provides easy-to-understand information on home and personal emergency preparedness to help citizens better 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, please contact:

Town of Banff

403-762-1250

<http://www.banff.ca>

Acknowledgements

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



ALBERTA EMERGENCY PUBLIC WARNING SYSTEM

The Emergency Public Warning System warns Albertans over radio and television to take action and protect themselves from disasters.

This system delivers vital information regarding a threat to the safety of Albertans within a specific region.

Take appropriate action and listen for further information.



ALBERTA ONE-CALL (CALL BEFORE YOU DIG)

ALBERTA ONE-CALL is the free and easy way to avoid damaging gas, electric and other utility lines that could be buried as close as a few inches underground.

Call at least two working days before digging in your yard:

1-800-242-3447



EVACUATION

When you are instructed to evacuate because of flooding, forest fire 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.



Listen to the radio or TV and follow instructions.



Shut off utilities if instructed to do so.



Take your evacuation kit.



Ensure your pets are cared for.



Lock up your home.



Register at the reception centre.



CHEMICAL RELEASE/ SHELTER-IN-PLACE

In case of a hazardous chemical release in your community, you may be instructed to “shelter-in-place.” Take immediate shelter where you are – at home, work or school, usually just for a few hours.

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.



Listen to the radio or TV for further instructions. Keep phone lines free.



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.



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.



Listen to the local radio or TV Station and follow instructions.



Remain indoors.



During a tornado, go to the basement or under a heavy table or desk. Stay away from windows, outside walls and doors.



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. You may stay in your car.



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.



Listen to the local radio or TV.



Cover mouth and nose in extreme cold.



Use public transportation if possible.



Ensure you have at least half a tank of gas and your travel kit in your vehicle.



**ROAD
UNDER
WATER**



FLASH FLOODS

A flash flood is a rapid rise of water. One cause is rainfall intensity and duration.



Get to higher ground.



Listen to the radio.



Avoid already flooded areas and fast flowing water.



Get out of a stalled vehicle immediately in rising water.



Move items in basement to higher levels.



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.

To 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. Or if necessary, 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.



NATURAL GAS

ATCO Gas is on call 24-hours a day, every day of the year responding immediately to calls and emergencies involving:

- natural gas odour
- hit or ruptured natural gas lines
- Carbon Monoxide
- natural gas outages
- and, in cold weather, if your natural gas furnace is not working

If you smell natural gas inside a building:



Leave the building immediately.



Call 911 or ATCO Gas using a neighbour's phone.

ATCO Gas 24-hour Emergency Services

1-800-511-3447 (toll free)



ELECTRICITY

To report a downed power line in Banff, call 911 or Fortis at 310-WIRE (9473) immediately with information on the exact location of the line. Always assume that downed lines are energized.

- Keep back a minimum of 10 metres (33 feet) from the wires or anything in contact with the wires.
- Warn others in the area of the danger.

If a power failure affects your whole street, locate your flashlight, emergency radio and extra batteries. Stay tuned to your local radio station 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 you have access to a phone that doesn't need power to operate, or a cellphone. Cordless phones won't work without power.
- Ensure your vehicle has at least a half-tank of fuel at all times. During a power outage, fuel stations are closed.



KITS

Emergency kit for home

- ready-to-eat and high-energy foods for 3 days
- non-electric can opener
- bottled water, at least 4 litres per person per day for 3 days
- extra prescription medications
- baby supplies, special needs items, etc.
- lanterns, flashlights
- battery-operated radios, batteries, and alternate heat sources
- extra warm clothing and blankets
- cash and credit cards
- first aid kit

Travel kit for vehicle

- flashlight
- flares or reflective triangle
- first aid kit
- basic tools including a shovel
- fully charged cell phone
- extra clothing including hats and gloves in cool seasons
- booster cables
- sand or kitty litter
- ice scraper and brush in winter
- blanket
- non-perishable high energy food
- drinking water
- small candle in a tin can, waterproof matches

Evacuation kit

Keep in a waterproof, easy-to-carry container that is easily accessible

- prescription and non-prescription medications
- copies of identification for all members of the family
- current photos of family members for identification
- non-perishable food
- non-electric can opener
- bottled water
- battery-powered radio
- flashlights
- extra batteries
- extra clothes
- cash and credit cards
- important documents
- first aid kit
- special needs items – baby, elderly, disabled, pets

Pet kit for evacuation

- 3 days of food and water
- disposable litter trays (aluminum roasting pan)
- litter or paper towels
- feeding dishes
- extra leash/harness
- a traveling bag or sturdy carrier and blanket
- a photo of your pet



FAMILY/EMERGENCY CONTACTS

Each family member should have all emergency contact numbers. Choose an out-of town contact that everyone can reach in an emergency. A friend or relative who lives in a different part of your community should also be listed and used as your evacuation location.

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Household members:

Member #1
Name: _____
Work or school name: _____
Address: _____
Work or cell number: _____
E-mail: _____

Member #2
Name: _____
Work or school name: _____
Address: _____
Work or cell number: _____
E-mail: _____

Member #3
Name: _____
Work or school name: _____
Address: _____
Work or cell number: _____
E-mail: _____

Out of area contacts:

Contact #1
Name: _____
Work or school name: _____
Address: _____
Home or cell number: _____
E-mail: _____

Contact #2
Name: _____
Work or school name: _____
Address: _____
Home or cell number: _____
E-mail: _____