

**Don't  
Panic**

**PREPARE**



**WHAT YOU NEED TO KNOW**



**Don't  
Panic  
PREPARE!**

Whilst we can't prevent emergencies happening, we can plan ahead to reduce the impact.

Severe weather, health warnings, transport accidents, security risks....just some of the emergencies that can happen.

Don't panic....PREPARE...use this guide to help keep you and your family safe.

Be reassured...Your council works with the emergency services, health services, Government agencies, utility companies and voluntary organisations to make sure plans are in place for dealing with emergencies across West Yorkshire.

### **Get ready – what you can do...**

Being prepared can help you and your family to deal with an emergency.

- Prepare an emergency plan. Use our simple pull-out as a guide.
- Prepare an emergency kit containing some essential items and keep it handy.
- Know your escape route from your house.
- Learn basic first aid techniques.

## **Make your own emergency plan**

One way of getting ready for the unexpected is to prepare a simple household emergency plan.

Take a few minutes to complete this pull-out guide. Give copies to your family members and keep it in a safe and memorable place in your house.

Always listen to and follow instructions from the emergency services:

If you choose to make your own arrangements, please remember to let someone know you are safe.

- Follow your household emergency plan.
- If possible, gather family members and prepare to leave your home.
- Remember to lock all doors and windows before you leave.
- Turn off utilities, where possible.
- Take any medication and medical equipment with you.
- Take your mobile phone and charger.
- Take money and debit/credit cards.
- Take your pets and some pet food.
- The local authority will provide a rest centre for your initial safety and welfare (if required).



**In some  
emergencies  
you may be  
asked to  
evacuate**



Are you  
prepared?  
**Quick  
check  
test...**

To find out if you are ready for an emergency try out our '**Don't panic, prepare**' test today.

***A few minutes now may make all the difference when it really matters!***

- ✓ Tick the things you've done.
- Do you have a household emergency plan?
- Have you discussed your plan with family and friends?
- Have you completed a personal emergency contact list?
- Do you have emergency contact(s) in your phone, wallet or purse?
- Do you have a contact person - someone unlikely to be affected by the same emergency - who can keep family and friends informed?
- Do you have a wind-up or battery-operated portable FM/AM radio?
- Do you have alternative, agreed meeting points?
- Do you have adequate contents and buildings insurance?
- Do you have copies of your most important documents stored somewhere other than at home?
- Do you have a written list of your valuables?
- Have you considered alternative accommodation arrangements, if you are asked to evacuate your home?



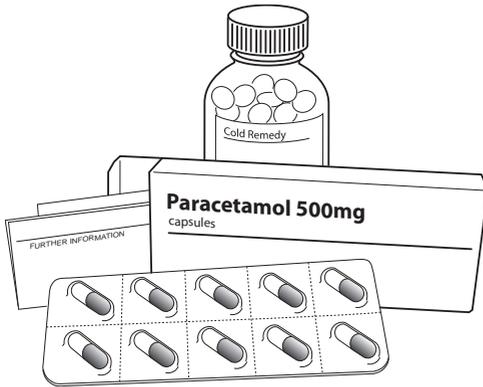
**If you answered YES to 9 or more questions** - your preparations are going well, congratulations! Just make sure you keep all your plans and information up to date.

**Scored between 5 and 8** - it's great that you've started work on your emergency preparations – however there's a lot more you can do. Complete your household emergency plan to help you get ready.

**Less than 4** - you've not made enough preparations, so start now. Remember, the more prepared that you are, the better you will cope in an emergency.

**In this booklet we have identified some of the risks and emergencies that might affect you.**

**We hope that our practical advice will help you protect and prepare your household.**



## Influenza (flu)

### What is influenza (flu)?

Seasonal flu is an infection which is a lot more serious than a common cold. Symptoms include headaches, high fever, cough, sore throat and severely aching muscles and joints. For most people flu is just a nasty experience, but for some people it can lead to illnesses that are much more serious such as bronchitis (chest infection) and pneumonia.

### Get your flu jab

The single best way to prevent flu is to have a flu jab. It will give anyone who is at an increased risk good protection against serious illness.

You can have the flu jab free on the NHS if you are pregnant, over 65 or if you have a long-term health condition.

Ask your GP or practice nurse for further information or visit [www.nhs.uk](http://www.nhs.uk)

### What you should do if you develop flu-like symptoms:

- If you are at work, school or college make arrangements to go home.
- Get lots of rest and drink plenty of fluids.
- Stay at home until your symptoms have gone.
- Take over the counter medicines, such as paracetamol, to relieve the symptoms and always follow the instructions on the medicines.

For further information and advice contact 111 or [www.nhs.uk](http://www.nhs.uk)

### Basic hygiene can help to protect you and others:

- **Catch it** - Use a tissue to cover your nose and mouth when coughing and/or sneezing.
- **Bin it** - Dispose of the tissue promptly, by bagging and binning it, then wash your hands.
- **Kill it** - Clean hands frequently with soap and water especially after coughing, sneezing and using tissues. An alcohol hand rub can be used as an alternative for cleaning hands, if water is not available.

## Severe Weather

Severe weather is one of the main causes of disruption in West Yorkshire. There are various forms of severe weather including snow, ice, heavy rain, high winds, fog and heatwaves.

### Snow and Ice

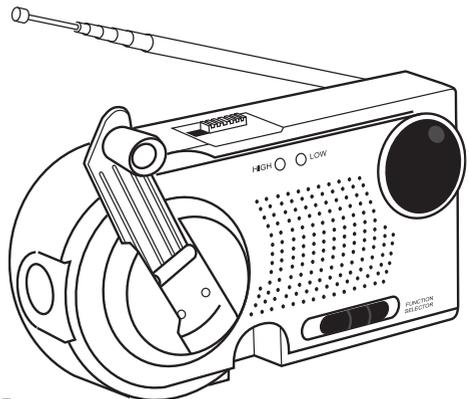
BBC Radio Leeds (FM 92.4 and 95.3 DAB or on the BBC website) will provide updates on the weather and any disruption to roads, public transport and schools.

- Avoid travel if possible.
- If you have to make a journey when snow is forecast, make sure you have warm clothes, food, water, boots, a torch and spade and let someone know when you expect to arrive and your route.
- Check on vulnerable neighbours.
- Tune in to BBC Radio Leeds for the latest weather updates.
- If you go outside, wear several layers of clothing and keep dry to prevent loss of body heat.

### Use salt or sand - not water

Do not use water to melt the snow, it may refreeze and turn to ice. You can prevent ice by spreading some salt on the area you have cleared. You can use ordinary table or dishwasher salt - a tablespoon for each square metre you clear should work.

**TOP TIP**  
You may be eligible for the Environment Agency's FREE 24 hour Flood Warning Service that provides direct warnings by telephone, text, email, fax or pager. Phone Floodline 0845 988 1188 or visit [www.environment-agency.gov.uk/flood](http://www.environment-agency.gov.uk/flood)



# Flooding

Floods can happen quickly and with little or no warning.

## Flooding Facts

- Just 150mm (six inches) of fast flowing water can knock you off your feet.
- Electric currents can pass along downed power lines in flood waters.
- A car can float in just 600mm (two feet) of water.
- Flash floods can cause walls of water 10 to 20 feet high.

### What to do if there's a flood on the way

- Move family, pets and valuables to a safe place.
- Keep a flood kit ready.
- Turn off gas, electricity and water supplies if safe to do so.
- Put flood protection equipment in place.

There may be very limited time to carry out these actions. Consider what things you would move first and whether it is worth keeping some things upstairs/ or high up as a precaution.

To report localised flooding from ordinary watercourses, or highway, gulleys and drains, contact your local authority.

## Flood Protection Equipment

Flood protection equipment includes floodboards, seals for airbricks and sandbags. For more information go to the Environment Agency website.

[www.environment-agency.gov.uk/flood](http://www.environment-agency.gov.uk/flood)



**For all weather updates and weather warnings check [www.metoffice.gov.uk](http://www.metoffice.gov.uk)**  
*You can get up-to-date information about flooding and flood warnings issued in your area by checking the Environment Agency website or by calling Floodline 0845 988 1188.*

## More information

- For general information and advice on flooding, including frequently asked questions on reservoirs and other issues, see [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk) or contact the Environment Agency on 03708 506 506.
- To report flooding from water mains or public sewers, call Yorkshire Water on 0845 122 24 24.
- To find out what flood warnings are currently in force, and for advice and information, call Floodline 0845 988 1188.

## Reservoir failure

Reservoirs are built and maintained to very high standards.

The likelihood of reservoir failure is low. There has been no loss of life due to dam failure in this country since the 1920s. Even so, we need to be prepared to ensure we can respond in case of an emergency.

Reservoir failure could lead to the sudden release of deep, fast-moving water.

It could be very different from most other forms of flooding and there could be little warning. Understanding where water could go could help you to stay safe.

### Be prepared

- Avoid walking or driving through flood water. Six inches (150mm) of moving water can knock you off your feet or disable a car.
- Keep children and vulnerable people away from flood water.
- Remain calm and act quickly. Call 999 if you are in danger.
- Visit [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk) or contact the Environment Agency on 03708 506 506.

## In summer

It is not just the cold weather that you, your family and friends need to prepare for. Extreme heat can be extremely dangerous especially if you're elderly, very young or have an existing health problem.

During a heatwave, when temperatures remain abnormally high for longer than a couple of days, it can prove fatal. There are a number of steps you can take to prevent yourself, family or friends becoming ill in hot weather.

### ***Stay out of the heat;***

- Check the local weather forecast.
- Keep out of the sun between 11.00 am and 3.00 pm.
- Try and avoid strenuous outdoor activity.
- If you have to go out in the heat, walk in the shade, apply sunscreen and wear a hat and light, loose fitting clothes.

### ***Cool yourself down;***

- Have plenty of cold drinks, and avoid excess alcohol, caffeine and hot drinks.
- Eat cold foods, particularly salads and fruit with a high water content.
- Take a cool shower, bath or body wash.
- Sprinkle water over the skin or clothing, or keep a damp cloth on the back of your neck.

### ***Look out for others;***

- Keep an eye on isolated, elderly, ill or young people and make sure they are able to keep cool.
- Make sure that babies, children or elderly people are not left alone in stationary cars.
- Check on elderly or sick neighbours, family or friends every day during a heatwave.
- Be alert and call a doctor or social services if someone is unwell or help is needed.



## In winter

What can be done in advance to prepare yourself, your family and friends for severe winter weather?

- **Protect yourself from flu:** You can have the flu jab free on the NHS if you are pregnant, over 65 or if you have a long-term health condition.
- **Stay informed;** check the weather forecasts [www.metoffice.gov.uk](http://www.metoffice.gov.uk) or call 0870 900 0100.
- **Eat well;** stock up on groceries, have them delivered or ask a friend or neighbour for help.
- **Keep warm;** layer your clothing, wear clothes made of wool, cotton or fleecy synthetic fibres and wear coat, hat, scarf, gloves and shoes with a good grip if you need to go outside.
- **Take care in icy conditions;** *do you really need to go out?*
- **Make sure your heating works;** check that your radiators are not obstructed by curtains or furniture, draw curtains at dusk to help keep the heat generated inside the room.
- **Look after yourself and others;** consider who might be at particular risk from cold weather among your family, neighbours and friends. *Can you provide any support?*
- **Prescription medication;** If you take medication double-check you have enough.

### TOP TIP

Consider how you would care for your children if their nursery or school was closed.



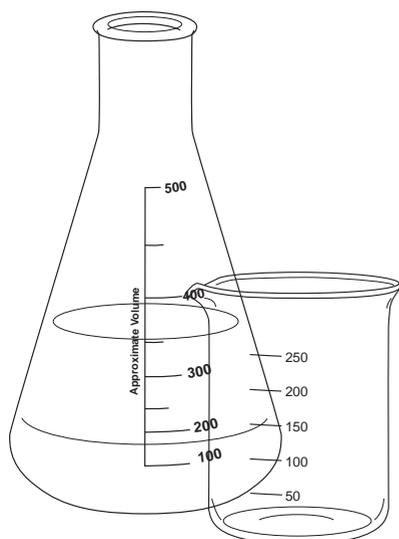
## Industrial Accidents

If you live close to a large chemical site, you should regularly receive information from the site(s) in your area advising you of the actions to take in the event of an accident.

**TOP TIP**  
**'Go in, stay in and tune in'**

***Generally, the advice in a chemical incident is:***

- Go into a house or building straight away and stay indoors until you hear an all-clear message.
- Close all external doors and windows; turn off central heating and ventilation systems.
- Stay in a room away from the source of the chemical release, preferably upstairs.
- Tune into BBC Radio Leeds to receive information and updates.
- Do not ring the emergency services unless you have a medical emergency, as their telephone lines need to be kept clear.
- General medical advice can be sought by calling 111.



## We've put together a number of other contacts that may be useful in an emergency:

Remember, **999** should **only** be used in an emergency.

**Don't panic, please prepare!**

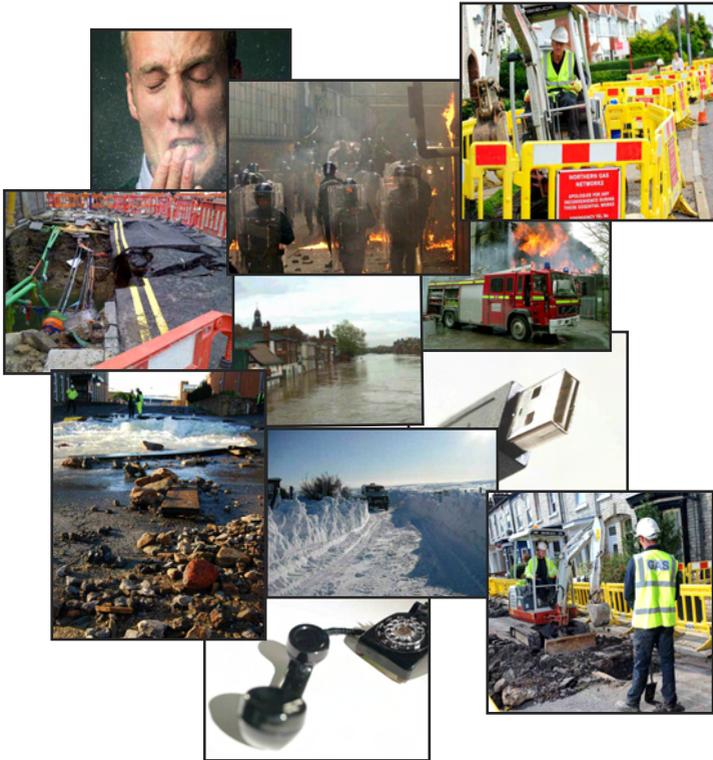
### Other helpful contacts:

|  |  |
|--|--|
| <b>Environment Agency</b>  | Tel: Incident Hotline 0800 80 70 60<br>Web: <a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a><br>Twitter: @EnvAgencyYNE |
| <b>Floodline</b>   | Tel: 0845 988 1188   |
| <b>Met Office</b>  | Web: <a href="http://www.metoffice.gov.uk">www.metoffice.gov.uk</a><br>Twitter: @metoffice   |
| <b>Electricity</b><br>(24 hour emergency service and supply failures only) | Tel: 0845 733 1331   |
| <b>Gas</b><br>(24 hour emergency service and gas escapes)                  | Tel: 0800 111 999  |
| <b>Yorkshire Water</b><br>(24 hour emergency service)                      | Tel: 0845 124 24 24<br>Twitter: @yorkshirewater  |
| <b>Police</b><br>(non emergency)   | Tel: 101<br>Web: <a href="http://www.westyorkshire.police.uk">www.westyorkshire.police.uk</a><br>Twitter: @westyorkspolice                             |
| <b>West Yorkshire Fire &amp; Rescue Service</b>                            | Web: <a href="http://www.westyorksfire.gov.uk">www.westyorksfire.gov.uk</a><br>Twitter: @wyfrs_incidents<br>@west_yorks_FRS                            |

|   |  |
|---|--|
|   |  |
| <b>NHS 111</b><br>(24 hours a day, 365 days a year confidential medical help or advice) | Tel: 111<br>Web: <a href="http://www.nhs.uk">www.nhs.uk</a><br>Twitter: @NHSChoices<br>@NHS England  |
| <b>Yorkshire Post</b>   | Web: <a href="http://www.yorkshirepost.co.uk">www.yorkshirepost.co.uk</a><br>Twitter: @yorkshirepost   |
| <b>City of Bradford MDC</b>   | Tel: 01274 431000<br>Web: <a href="http://www.bradford.gov.uk">www.bradford.gov.uk</a><br>Twitter: @bradfordalerts   |
| <b>Calderdale MBC</b>   | Tel: 0845 245 6000 (Between 08:45 - 17:30)<br>0845 11 11 137 (Out of office emergency only)<br>Web: <a href="http://www.calderdale.gov.uk">www.calderdale.gov.uk</a><br>Twitter: @Calderdale |
| <b>Kirklees Council</b>   | Tel: 01484 221000<br>Web: <a href="http://www.kirklees.gov.uk">www.kirklees.gov.uk</a><br>Twitter: @KirkleesCouncil  |
| <b>Leeds City Council</b>   | Tel: 0113 222 4444<br>Web: <a href="http://www.leeds.gov.uk">www.leeds.gov.uk</a><br>Twitter: @leedsc  |
| <b>Wakefield MDC</b>  | Tel: 0845 8 506 506<br>Web: <a href="http://www.wakefield.gov.uk">www.wakefield.gov.uk</a><br>Twitter: @MyWakefield  |
|   |  |

# How would your business cope in a crisis?

Every day, businesses across Britain have to adapt to cope with emergencies such as:



To minimise the potential disruption to normal operations, it's in the interest of all businesses to have a Business Continuity Plan.

For more information on Business Continuity visit the Business Continuity Institute:

[www.thebci.org](http://www.thebci.org)

For a fantastic guide to writing your own Business Continuity Plan search for: **'home office business continuity management toolkit'**

## PREPARE YOUR HOUSEHOLD

Check off each suggestion when you have done the following:

|   |                          |
|---|--------------------------|
| Fit smoke alarms  | <input type="checkbox"/> |
| Prepare escape routes, at least two from each room in the house, if you can.  | <input type="checkbox"/> |
| Decide where you would shelter in the house in the event of an emergency (for example the upper floor in the event of a flood).                     | <input type="checkbox"/> |
| Know the quickest route out of your home and Neighbourhood.   | <input type="checkbox"/> |
| Make sure all members of the household know how to switch off the gas, electricity and water at the mains.  | <input type="checkbox"/> |
| Put your emergency phone numbers by your telephone. You may want to keep a copy in your purse or wallet too.  | <input type="checkbox"/> |
| Teach children how and when to call the Emergency Services (999).   | <input type="checkbox"/> |
| Check if you're at risk of flooding by visiting <b><a href="http://www.environment-agency.gov.uk/flood">www.environment-agency.gov.uk/flood</a></b> | <input type="checkbox"/> |
| Have sufficient food in your house for three days.  | <input type="checkbox"/> |
| Have a first aid kit and make sure everyone in the household knows where it is.   | <input type="checkbox"/> |
| Do you have valid insurance cover for your house and contents?  | <input type="checkbox"/> |
| Does your child's school have updated information about how to reach a parent or designated adult?  | <input type="checkbox"/> |
| Any other information you think might be important.   | <input type="checkbox"/> |

# KEEP THIS

## Your Household Emergency Plan

This household plan template is for you to use at home. It will help you and your family prepare for an emergency. The plan will let you record potential dangers in and around your home and put in to place ways of dealing with them. Get your household together and fill in the information below.

### WHAT ARE THE POTENTIAL DANGERS?

Discuss the dangers of fire, severe weather, floods and other possible emergencies. What action will you take in response to each situation? Put the details in the plan below.

| DANGER | ACTION |
|--------|--------|
|        |        |
|        |        |
|        |        |
|        |        |
|        |        |
|        |        |
|        |        |
|        |        |

### DURING AN EMERGENCY - GO IN. STAY IN, TUNE IN

If you are not involved in an emergency but are close by, or think you are in danger, you should; close all doors and windows, stay in your home, school or work place until you are told it is safe to leave, listen to local radio and TV stations for updates.

**If the danger is inside, get out, stay out and call the Emergency Services**

### DURING AN EMERGENCY - EVACUATION

You may be asked to leave your home for your own safety. If so, you will be told where the Council Rest Centre is. If you can, you may wish to stay with friends or family who are not affected.

**Always follow instructions from the Emergency Services**

**PREPARING FOR EMERGENCIES**  
WHAT YOU NEED TO KNOW

**Who can we stay with?** *Try to think of two different locations in case someone is not available during the emergency.*

Name:  
Address:  
Phone Number:

Name:  
Address:  
Phone Number:

**If we are not at home and can't contact each other, where can we meet?**  
Try to pick two locations, one near home and another further away in case the emergency prevents you from getting to one.

**Never travel anywhere if you are told it is not safe to do so**

Location 1:

Location 2:

**If we can't get to the meeting place, who can we contact to say we are all safe?**

Name:  
Phone Number:

**If we have to leave home, how do we turn off the following?**

Gas:

Electricity:

Water:

**Only do this if you have time and it is safe to do so**

**Do we have any neighbours that might need our help?**

Name:  
Address:  
Phone Number:

Name:  
Address:  
Phone Number:

If you have time, secure your premises before you leave and don't return home until you are told it is safe to do so.

## HOME EMERGENCY KIT

You should try to put an emergency kit together. If you do, ensure it is kept somewhere safe. It may be useful if you have to stay in your house, or leave in a hurry. If not, at least make a note of where important items are.

**What goes in to your kit is a personal decision!**

|   |  |
|---|--|
| Medication and prescriptions.   |  |
| Tinned or dried food, water and children's essentials for three days (remember to check and change water and food regularly). |  |
| Pet food.   |  |
| Basic cutlery and tin opener.   |  |
| Wind up or battery powered torch and radio (with spare batteries).  |  |
| Blankets and first aid kit.   |  |
| Copies of important documents (birth certificates, insurance papers etc).   |  |
| Change of clothing, footwear and sleepwear.   |  |
| A small amount of cash including change.  |  |
| Important contact details.  |  |
| Your emergency plan.  |  |



# Keeping you and your family safe

 HM Government



**PREPARING FOR EMERGENCIES**  
WHAT YOU NEED TO KNOW