

How you can be prepared

The Bearspaw South Feeder Main is a critical piece of infrastructure that supplies water to 60% of our community. The feeder main has experienced a recent break and a historical break in 2024. Given the condition of the pipe, we cannot guarantee it will not break again, so we want to help you prepare.

The below checklist and information have been created to help you prepare in the event of a sudden break.

If you are experiencing challenges in getting prepared, visit the Community Resource Centre, located in the Bowness Community Association. The Community Resource Centre team is there to help connect you to services and resources, and help support. The Community Resource Centre is open on Mondays and Wednesdays from 9:00 a.m. - 5:00 p.m. and on Tuesdays and Thursdays from 10:00 a.m. - 7:00 p.m. You can also call 311 to receive follow-up from the Community Resource Centre team.

Stay informed

Listen to important updates from first responders and The City of Calgary.

- Monitor local news and social media.
- Always look for trusted sources, including The City of Calgary's website at [Calgary.ca](https://calgary.ca), as well as their official social media channels.

Download the Alberta Emergency Alert app, to know more about emergency events in your area. Emergency alerts that interrupt local radio, television and mobile phones do not require this app to be downloaded.

- Keep your phone charged and accessible in case there are mobile emergency alerts in your area.

Preparing your home and family

If you have a sump pump and/or backflow prevention device, check they are working and clean them if needed.

Ensure fire and smoke devices are in good working order.

Move valuables and documents out of your basement.

- As a rule of thumb, if it's priceless, sentimental, or can't be replaced, store it above ground where you know it's safer from water damage.
- Alternatively, store valuables in watertight plastic containers and use shelving racks to keep items off the ground.

Create a home escape plan, so that your family knows how to safely get out of your home in any emergency. Learn more at calgary.ca/escapeplan.

Choose a meeting space. Ensure you and your family know where to meet and who to call in case you need to leave your home quickly. Include multiple ways to get to your loved ones (e.g. schools or daycare) and to your meeting point if roads and bridges are closed.

Create an emergency kit that's ready to go. This should include essentials like prescriptions, medications, items for your pets and children, cell phone chargers and personal documents.

- Visit calgary.ca/72hrkit and get the checklist for what to put in your emergency kit.

Download an emergency action plan and complete with all members of your household. Learn more at calgary.ca/emergencyactionplan.

Know where the shutoff valves and electrical panel are located in your home. Know how to turn off your main water valve and electrical panel. In case of a gas leak, evacuate the building and call 9-1-1. For natural gas emergencies, call the ATCO Gas Emergency Line at 1-800-511-3447.

Reach out to your neighbours. Get to know people in your community who live alone and may need extra help if flooding were to occur. Exchange cellphone numbers, so you can call or text each other during an emergency.

If there is an emergency

It is important to listen to official and first responders for instructions. While it might look safe, there still might be a danger.

Shelter-in-Place

- Sheltering in place means protecting yourself by finding the safest nearby area and maximizing distance and barriers from the flooding from a feeder main break. Authorities will issue a shelter-in-place advisory if it is determined that an outside hazard is a threat to life safety and an evacuation would pose a greater risk.
- Planning for any situation is ideal. Consider the places you or your household may commonly be such as: at work, at school, travelling or struck in traffic, etc. Each situation will require a different approach if you need to shelter in place. Take a few minutes to identify spaces in these situations that could become a shelter if needed.
- During a sudden flood, go to the highest floor of the home you are in. If you live in a basement suite, get out of the basement and go to the highest floor.
- If your advised by an official or first responder to shelter in place:
 - Bring everyone inside.
 - Gather your emergency supplies.
 - Listen to direction from authorities.

If you are not at home

- Move to higher ground right away, like on a hill or if you are outside, or on the highest floor of the home or building you are in.
- Water from a feeder main break isn't safe to consume, so do not drink this water and stay away from the site of the break.

If you or someone needs help

- Call 911, stay calm, provide important information like your name, address and phone number, and listen to direction from first responders. It is safe to give personal information to 911, this is important information for first responders so that they can help.

Keep clear for emergency crews

Please support City and emergency services crews by keeping a safe distance, avoiding blocked roads, and following any instructions they provide while they work in your community. Your cooperation helps ensure everyone's safety and allows crews to respond quickly to emergencies.